| Option         | Description   |
|----------------|---|
| Auto Reduction | When receiving a document as long as or longer than the paper loaded in the paper tray, the machine can reduce the size of the document to fit the size of paper loaded in the machine. Select <b>On</b> if you want to automatically reduce an incoming page.  With this feature set to <b>Off</b> , the machine cannot reduce the                       |
|                | document to fit onto one page, the document is divided and printed in actual size on two or more pages.   |
| Discard Size   | When receiving a document as long as longer than the paper installed in your machine, you can set the machine to discard any excess at the bottom of the page. If the received page is outside the margin you set, it will print on two sheets of paper at the actual size.   |
|                | When the document is within the margin and the Auto Reduction feature is turned on, the machine reduces the document to fit it onto the appropriate sized paper and discard does not occur. If the Auto Reduction feature is turned off or fails, the data within the margin will be discarded. Settings range from 0 to 30 mm.                           |
| Receive Code   | The Receive Code allows you to initiate fax reception from an extension phone plugged into the EXT jack on the back of the machine. If you pick up the extension phone and hear fax tones, enter the Receive Code. The Receive Code is preset to *9* at the factory. Settings range from 0 to 9. See page 6.13 for more information about using the code. |
| DRPD Mode      | You can receive a call using the Distinctive Ring Pattern Detection (DRPD) feature which enables a user to use a single telephone line to answer several different telephone numbers. In this menu, you can set the machine to recognize the ring patterns to answer. See page 6.13   |

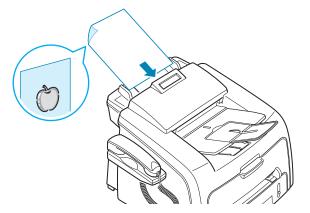
## Sending a Fax

## **Loading a Document**

1 Pull the document input support all the way out. Fold out the extender, if necessary.



2 Load the documents up to 20 pages face down into the ADF and adjust the document guides to the document size.



For detailed guidelines for preparing an original document, see page 4.2.

Adjust the document resolution, referring to page 6.6.

### **Adjusting the Document Resolution**

The default document settings produce good results when setting typical text based documents.

However, if you send documents that are of a poor quality, or contain photographs, you can adjust the resolution to produce a higher quality fax.

- 1 Press **Resolution** on the control panel.
- 2 By pressing **Resolution** or the scroll button (◀ or ▶), you can choose from Standard, Fine, Super Fine and Photo.

The document types recommended for the resolution settings are described in the following table below:

| Mode       | Recommended for:  |
|------------|---|
| Standard   | Documents with normal-sized characters.   |
| Fine       | Documents containing small characters or thin lines or documents printed using a dot-matrix printer.  |
| Super Fine | Documents containing extremely fine detail. Super Fine mode is enabled only if the remote machine also supports the Super Fine resolution. See the notes below. |
| Photo      | Documents containing shades of gray or photographs.   |



#### Notes:

- For the memory transmission, Super Fine mode is not available. The resolution setting is automatically changed to Fine.
- When your machine is set to Super Fine resolution and the remote fax machine does not support the Super Fine resolution, the machine transmits using the highest resolution mode supported by the remote fax machine.

## **Sending a Fax Automatically**

**1** Load the document(s) face down into the ADF.

For details about loading a document, see page 6.5.

2 Adjust the document resolution to suit your fax needs. See page 6.6.

If you need to change the darkness, see page 6.3.

3 Enter the remote fax phone number using the number keypad.

You can use the one-touch keypad or speed or group dial numbers. For details about storing a number, see page 6.9.

4 Press Start Copy/Fax.

The document is scanned into memory, the number is then dialed and the documents sent when the remote machine is ready.



**Note**: When you want to cancel the fax job, press **Stop/Clear** at any time while sending the fax.

### **Sending a Fax Manually**

**1** Load the document(s) face down into the ADF.

For details about loading a document, see page 6.5.

2 Adjust the document resolution to suit your fax needs. See page 6.6.

If you need to change the darkness, see page 6.3.

- **3** Press **On Hook Dial** or lift the handset. You hear a dial tone.
- **4** Enter the remote fax machine's fax number using the number keypad.

You can use the one-touch keypad or speed or group dial numbers. For details about storing a number, see page 6.9.

When you hear a high-pitched fax signal from the remote fax machine, press **Start Copy/Fax**.



**NOTE**: When you want to cancel the fax job, press **Stop/Clear** at any time while sending the fax.

## **Redialing the Last Number**

To redial the last number you dialed:

Press Redial/Pause.

If a document is loaded in the ADF, the machine automatically begins to send.

### **Confirming Transmission**

When the last page of your document has been sent successfully, the machine beeps and returns to Standby Mode.

When something goes wrong while sending your fax, an error message appears on the display. For a listing of error messages and their meanings, see page 9.8.

If you receive an error message, press **Stop/Clear** to clear the message and try to send the document again.

You can set your machine to print a confirmation report automatically each time sending a fax is completed. For further details, see the MSG Confirm item on page 6.3.

## **Automatic Redialing**

When the number you have dialed is busy or there is no answer when you send a fax, the machine automatically redials the number every three minutes up to seven times by the factory default settings.

When the display shows "Retry Redial ?," press **Enter** to redial the number without waiting. To cancel the automatic redialing, press Stop/Clear.

To change the time interval between redials and the number of redial attempts. See page 6.3.

## Receiving a Fax

## **About Receiving Modes**

- In **Fax** mode, the machine answers an incoming fax call and immediately goes into the fax reception mode.
- In Tel mode, you can receive a fax by picking up the handset or pressing On Hook Dial (you can hear voice or fax tone from the remote machine) and then pressing Start Copy/Fax on the control panel of your machine. You can also pick up the handset of the extension phone and then press the remote receive code; see page 6.13.
- In Ans/Fax mode, the answering machine answers an incoming call, and the caller can leave a message on the answering machine. If the fax machine senses a fax tone on the line, the call automatically switches to Fax mode.
- In **DRPD** mode, you can receive a call using the Distinctive Ring Pattern Detection (DRPD) feature. "Distinctive Ring" is a telephone company service which enables a user to use a single telephone line to answer several different telephone numbers. For further details. See page 6.13

The current receiving mode displays when the machine is in Standby mode.

When the memory is full, the receiving mode automatically switches to Tel.



#### Notes:

- To use **Ans/Fax** mode, connect an answering machine to the EXT jack on the back of your machine. see page 1.15.
- If you do not want other people to view your received documents, you can use Secure Receiving mode. In this mode, all of the received faxes are stored in the memory. For further details, see page 6.29.

#### **Loading Paper for Receiving Faxes**

The instructions for loading paper in the paper tray are the same whether you are printing, faxing, or copying, except that faxes can only be printed on Letter-, A4- or Legal-sized plain paper. For details about loading paper and setting the paper size in the tray, see page 1.12 and page 1.36.

## Receiving Automatically in Fax Mode

Your machine is preset to Fax mode at the factory. If you have changed the receiving mode, take the following steps to receive faxes automatically:

- 1 Press Receive Mode.
- Press and hold Receive Mode until "Fax" displays on the bottom line. You may have to repeat this action once or twice, depending on the mode you're in.
- 3 When you receive a fax, the machine answers the call on a specified number of rings and automatically receives the fax.

To change the number of rings, see page 6.3.

### **Receiving Manually in Tel Mode**

You can answer calls using the handset or the **On Hook Dial** button.

- 1 Press Receive Mode.
- Press and hold Receive Mode until "Tel" displays on the bottom line. You may have to repeat this action once or twice, depending on the mode you're in.

3 When you receive a fax call, pick up the handset or press On Hook Dial.

You can hear a fax tone or voice from the remote machine.

4 Press **Start Copy/Fax** to receive the fax.

The machine begins receiving a fax and returns to Standby Mode when the reception is completed.

## Receiving Automatically in Ans/Fax Mode

For using this mode, you must attach an answering machine to the EXT jack on the back of your machine. See page 1.16.

- 1 Press Receive Mode.
- 2 Press and hold **Receive Mode** until "Ans/Fax" displays on the bottom line. You may have to repeat this action once or twice, depending on the mode you're in.
- **3** When you receive a call, the answering machine answers.

If the caller leaves a message, the answering machine stores the message as it would normally. If your machine hears a fax tone on the line, it automatically starts to receive the fax.



#### Notes:

- When you have set your machine to Ans/Fax mode and your answering machine is switched off or no answering machine is connected to the EXT jack, your machine automatically goes into Fax mode after a predefined number of rings.
- If your answering machine has a "user-selectable ring counter," set it to answer incoming calls within 1 ring.
- If you are in Tel mode, which is receiving faxes manually, when the answering machine is connected to your machine, you must switch off the answering machine, or the outgoing message from the answering machine will interrupt your phone conversation.

## Receiving Manually Using an Extension Telephone

You can receive a fax from someone you are talking to on the extension telephone without going to the fax machine.

When you receive a call on the extension phone and hear fax tones, press the keys  $\times 9 \times$  on the extension telephone. The machine receives the document.

Press the buttons slowly in sequence. If you still hear the fax tone from the remote machine, try pressing  $\mathbf{*9*}$  once again.

 $\star$  **9** $\star$  is the remote receive code preset at the factory. The first and the last asterisks are fixed, but you can change the middle number to whatever you choose. For details about changing the code, see page 6.4.

### **Receiving Faxes Using the DRPD Mode**

"Distinctive Ring" is a telephone company service which enables a user to use a single telephone line to answer several different telephone numbers. The particular number someone uses to call you on is identified by different ringing patterns, which consist of various combinations of long and short ringing sounds. This feature is often used by answering services who answer telephones for many different clients and need to know which number someone is calling in on to properly answer the phone.

Using the Distinctive Ring Pattern Detection feature, your fax machine can "learn" the ring pattern you designate to be answered by the FAX machine. Unless you change it, this ringing pattern will continue to be recognised and answered as a FAX call, and all other ringing patterns will be forwarded to the extension telephone or answering machine plugged into the EXT. jack. You can easily suspend or change Distinctive Ring Pattern Detection at any time.

Before using the Distinctive Ring Pattern Detection option, Distinctive Ring service must be installed on your telephone line by the telephone company. To set up Distinctive Ring Pattern Detection, you will need another telephone line at your location, or someone available to dial your FAX number from outside. To set up the DRPD mode:

- 1 Press **Menu** until "Fax Setup" appears on the top line of the display.
  - The first available menu item, "Receive Mode," displays on the bottom line.
- Press the scroll button (◀ or ►) until you see "DRPD Mode" on the bottom line and press Enter.
- **3** When "Set" displays on the bottom line, press **Enter**. The LCD displays '[Waiting Ring]."
- 4 Call your fax number from another telephone. It is not necessary to place the call from a fax machine.
- 5 When your machine begins to ring, do not answer the call. The machine requires several rings to learn the pattern.
  - When the machine completes learning, the LCD displays "End DRPD [Setup]".
  - If the DRPD setup fails, "DRPD Ring Error" appears. Press **Enter** when "DRPD Mode" displays and retry from Step 3.
- **6** To return to Standby Mode, press **Stop/Clear**.

When the DRPD feature is set up, the DRPD option is available in the Receive Mode menu. To receive faxes in the DRPD mode, you need to set the menu to **DRPD**.



#### NOTES:

- DRPD must be set up again if you re-assign your fax number, or connect the machine to another telephone line.
- After DRPD has been set up, call your fax number again to verify that the machine answers with a fax tone. Then have a call placed to a different number assigned to that same line to be sure the call is forwarded to the extension telephone or answering machine plugged into the EXT. jack.:

#### **Receiving Faxes in the Memory**

Since your machine is a multi-tasking device, it can receive faxes while you are making copies or printing. If you receive a fax while you are copying or printing, your machine stores incoming faxes in the memory. Then, as soon as you finish copying or printing, the machine automatically prints the fax.

## **Automatic Dialing**

## **One-touch Dialing**

The 20 one-touch buttons on the control panel lets you store frequently-used fax numbers and dial a number automatically with a touch of a button.

#### **Storing a Number for One-touch Dialing**

1 Press and hold one of the one-touch dial buttons for about 2 seconds.

The display asks you to enter the fax number. "T" signifies that you are assigning a one-touch dial button.

If a number is already stored in the location you chose, the display shows the number to allow you to change it. To start over with another one-touch button, press **Stop/Clear**.

Enter the number you want to store using the number keypad and press Enter.

To insert a pause between numbers, press **Redial/Pause**. A symbol "-" appears on the display.

If you make a mistake while entering a number, press the 

■ button and re-enter the correct number.

3 To assign a name to the number, enter the name you want. For details about entering characters, see page 1.32.

If you do not want to assign a name, skip this step.

- 4 Press **Enter** when the name appears correctly or without entering a name.
- **5** To store more numbers, press a one-touch button and repeat steps 2 through 4.

OR

To return to Standby mode, press **Stop/Clear**.

#### Sending a Fax using a One-touch Number

- 1 Load the document(s) face down into the ADF.
  - For details about loading a document, see page 6.5.
- 2 Adjust the document resolution to suit your fax needs. See page 6.6.
  - If you need to change the darkness, see page 6.3.
- **3** Press the one-touch button where you stored a number.
  - The document scans into the memory.
- 4 The machine dials the fax number stored in the one-touch dial location and the document is sent when the remote fax machine answers.

## **Speed Dialing**

You can store up to 80 frequently-dialed numbers in one or two-digit speed dial locations (0-79).

#### **Storing a Number for Speed Dialing**

- 1 Press **Phone Book** on the control panel.
- Press Phone Book or the scroll button (◀ or ►) to display "Store & Edit" on the bottom line of the display. Press Enter.
- **3** Press **Enter** when "Speed Dials" appears on the display.
  - The display prompts you to enter a location number, showing the first available number.
- 4 Enter a one or two-digit speed dial number between 0 and 79, using the number keypad or scroll button (◀ or ►) and press Enter.
  - If a number is already stored in the location you chose, the display shows the number to allow you to change it. To start over with another speed-dial number, press **Upper Level**.

**5** Enter the number you want to store using the number keypad and press **Enter**.

To insert a pause between numbers, press **Redial/Pause**. A symbol "-" appears on the display.

**6** To assign a name to the number, enter the name you want. For details about entering characters, see page 1.32.

OR

If you do not want to assign a name, skip this step.

- **7** Press **Enter** when the name appears correctly or without entering a name.
- 8 To store more fax numbers, repeat steps 4 through 7.
  OR

To return to Standby mode, press **Stop/Clear**.

#### Sending a Fax using a Speed Number

- 1 Feed the document(s) face up into the ADF.
  For details about loading a document, see page 6.5.
- 2 Adjust the document resolution to suit your fax needs. See page 6.6.

If you need to change the darkness, see page 6.3.

- **3** Enter the speed dial number.
  - For a one-digit speed dial number, press and hold the appropriate digit button.
  - For a two-digit speed dial number, press the first digit button and hold the last digit button.

The corresponding entry's name briefly displays.

**4** The document scans into the memory.

The fax number stored in the speed dial location is automatically dialed. The document is sent when the remote fax machine answers.

#### **Group Dialing**

If you frequently send the same document to several destinations, you can create a group of these destinations and set them under a one or two-digit group dial location. This enables you to use a group dial number setting to send the same document to all the destinations in the group.

#### **Setting a Group Dial Number**

- 1 Press **Phone Book** on the control panel.
- Press Phone Book or the scroll button (◀ or ►) to display "Store & Edit" on the bottom line of the display. Press Enter.
- 3 Press the scroll button (◀ or ▶) to display "Group Dials" on the bottom line and press **Enter**.
- 4 Press **Enter** when "New" displays on the bottom line.
  - The display prompts you to enter a location number, showing the first available number.
- 5 Enter a group number between 0 and 79 using the number keypad or scroll button (◀ or ►) and press Enter.
- Press a one-touch dial button, or enter a one or two-digit speed number you want to include in the group and press Enter.
- **7** When the display confirms the number to be added to the group, press **Enter**.
- 8 Repeat steps 6 and 7 to enter other one-touch dial or speed dial numbers into the group.
- **9** Press **Upper Level** when you have entered all of the numbers. The display prompts you to enter a group ID.

**10** To assign a name to the group, enter the name.

OR

If you do not want to assign a name, skip this step.

- **11** Press **Enter** when the name appears correctly or without entering a name.
- **12** If you want to assign another group, press **Enter** and repeat from step 5.

OR

To return to Standby mode, press **Stop/Clear**.



**NOTE**: You cannot include one group dial number in another group dial number.

#### **Editing Group Dial Numbers**

You can delete a specific speed dial number from a selected group or add a new number to the selected group.

- 1 Press **Phone Book** on the control panel.
- 2 Press Phone Book or the scroll button (◀ or ►) to display "Store & Edit" on the bottom line of the display. Press Enter.
- 3 Press the scroll button (◀ or ▶) to display "Group Dials" on the bottom line and press **Enter**.
- 4 Press the scroll button (◀ or ►) to display "Edit" on the bottom line and press Enter.
- **5** Enter the group number you want to edit and press **Enter**.
- 6 Press a one-touch dial button to enter a speed dial number you want to add or delete.
- **7** When you enter the specific number in the group, the display shows "Delete?."

When you enter a new number, the display shows "Add?."

- 8 Press **Enter** to add or delete the number.
- **9** To change the group name, press **Upper Level**.

- **10** Enter a new group name and press **Enter**.
- **11** If you want to edit another group, press **Enter** and repeat from step 5.

OR

To return to Standby mode, press **Stop/Clear**.

## Sending a Fax Using Group Dialing (Multi-address Transmission)

You can use group dialing for Broadcasting or Delayed transmissions.

Follow the procedure of the operation (Broadcasting transmission; see page 6.22, Delayed transmission; see page 6.23, Priority transmissionpage 6.25, Delayed RX Polling transmissionpage 6.26). When you come to a step in which the display asks you to enter the remote fax number:

- For a one-digit group number, press and hold the appropriate digit button.
- For a two-digit group number, press the first digit button and hold the last digit button.

You can use only one group number for one operation. Then continue the procedure to complete the operation.

Your machine automatically scans the document loaded in the ADF and then dials each of the numbers included in the group.

### **Searching for a Number in the Memory**

There are two ways to search for a number in the memory. You can either scan from A to Z sequentially, or you can search using the first letter of the name associated with the number.

#### **Searching Sequentially through the Memory**

- 1 Press Phone Book.
- 2 Press **Enter** when "Search&Dial" appears on the display.

- 3 Press the scroll button (◀ or ►) to scroll through the memory until the name and number you want to dial display. You can search upwards or downwards through the entire memory in alphabetical order, from A to Z.
  - While searching through the machine's memory, you can see that each entry is preceded by one of three letters; "T" for one-touch dial, "S" for speed dial or "G" for group dial number. These letters tell you how the number is stored.
- 4 When the name and/or the number you want displays, press **Start Copy/Fax** or **Enter** to dial.

#### **Searching with a Particular First Letter**

- 1 Press Phone Book.
- 2 Press **Enter** when "Search&Dial" appears on the display.
- 3 Press the button labeled with the letter you want to search for. A name beginning with the letter displays.
  - For example, if you want to find the name "MOBILE," press the **6** button, which is labeled with "MNO."
- **4** Press the scroll button (**◄** or **▶**) to display the next name.
- When the name and/or the number you want displays, press Start Copy/Fax or Enter to dial.

#### **Printing a Phonebook List**

You can check your automatic dial setting by printing a Phonebook list.

- 1 Press Phone Book.
- 2 Press **Phone Book** or the scroll button (◀ or ▶) until "Print" appears on the bottom line and press **Enter**.

A list showing your one-touch dial, speed dial and group dial entries prints out.

## Other Ways to Fax

## **Sending Broadcasting Faxes**

Using the **Broadcasting** button on the control panel, you can use the broadcasting fax feature, which allows you to send a document to multiple locations. Documents are automatically stored in the memory and sent to a remote station. After transmission, the documents are automatically erased from the memory.

1 Load the document(s) face down into the ADF.

For details about loading a document, see page 6.5.

2 Adjust the document resolution to suit your fax needs. See page 6.6.

If you need to change the darkness, see page 6.3.

- **3** Press **Broadcasting** on the control panel.
- **4** Enter the number of the remote machine using the number keypad.

You can use one-touch keypad or speed dial or group dial numbers. For details about storing a number, see page 6.15.

5 Press **Enter** to confirm the number. The display asks you to enter another fax number to send the document.



**NOTE**: The Another No. prompt does not appear if you have added numbers for another broadcasting or delay fax job. You must wait until the job is completed.

**6** To enter more fax numbers, press **1** to select "Yes" and repeat steps 4 and 5. You can add up to 10 destinations.

Note that you cannot use group dial numbers for another fax number.

7 When you finish entering fax numbers, press 2 to select "No" at a Another No. prompt.

The document is scanned into the memory before transmission. The display shows the memory capacity and the number of pages being stored in the memory.

The machine begins sending the document in order of the numbers you entered.

## Sending a Delayed Fax

You can set your machine to send a fax at a later time when you will not be present.

- 1 Load the document(s) face down into the ADF.
  - For details about loading a document, see page 6.5.
- 2 Adjust the document resolution to suit your fax needs. See page 6.6.
  - If you need to change the darkness, see page 6.3.
- 3 Press **Menu** until "Fax Feature" appears on the top line of the display. The first available menu item, "DelayFax," displays on the bottom line.
- 4 Press Enter.
- 5 Enter the number of the remote machine using the number keypad.
  - You can use one-touch keypad or speed dial or group dial numbers. For details about storing a number, see page 6.15.
- 6 Press **Enter** to confirm the number on the display. The display asks you to enter another fax number to send the document.



**NOTE**: The Another No. prompt does not appear if you have added numbers for another broadcasting or delay fax job. You must wait until the job is completed.

7 To enter more fax numbers, press **1** to select "Yes" and repeat steps 4 and 5. You can add up to 10 destinations.

Note that you cannot use group dial numbers for another fax number.

**8** When you finish entering fax numbers, press **2** to select "No" at a Another No. prompt.

The display asks you to enter a name.

**9** To assign a name to the transmission, enter the name. If not, skip this step.

For details on how to enter the name using the number keypad, see page 1.32.

#### 10 Press Enter.

The display shows the current time and asks you to enter the starting time when the fax is to be sent.

**11** Enter the time using the number keypad.

To select "AM" or "PM" for 12-hour format, press the  $\star$  or  $\ddagger$  button or any number button.

If you set a time earlier than the current time, the document will be sent at that time on the following day.

**12** Press **Enter** when the starting time displays correctly.

The document is scanned into the memory before transmission. The display shows the memory capacity and the number of pages being stored in the memory.

The machine returns to Standby mode. The display reminds you that you are in Standby mode and that a delayed fax is set.



**NOTE**: If you want to cancel the delayed transmission, see "Canceling a Scheduled Fax" on page 6.28.

## **Sending a Priority Fax**

Using the Priority Fax feature, a high priority document can be sent ahead of reserved operations. The document is scanned into the memory and transmitted when the current operation is finished. In addition, the priority transmission interrupts a broadcast operation between stations (i.e., when the transmission to station A ends, before transmission to station B begins) or between redial attempts.

1 Load the document(s) face down into the ADF.

For details about loading a document, see page 6.5.

2 Adjust the document resolution to suit your fax needs. See page 6.6.

If you need to change the darkness, see page 6.3.

- 3 Press **Menu** until "Fax Feature" appears on the top line of the display.
- 4 Press the scroll button (◀ or ▶) to display "Priority Fax" on the bottom line and press **Enter**.
- 5 Enter the number of the remote machine using the number keypad.

To enter the number, you can use one-touch keypad or speed dial or group dial numbers. For details, see page 6.15.

- 6 Press **Enter** to confirm the number. The display asks you to enter a name.
- **7** To assign a name to the transmission, enter the name. If not, skip this step.

For details on how to enter a name using the number keypad, see page 1.32.

8 Press Enter.

The document is scanned into the memory before transmission. The display shows the memory capacity and the number of pages being stored in the memory.

The machine shows the number being dialed and begins sending the document.

#### **Polling a Remote Machine**

Polling is used when one fax machine requests another to send a document. This is useful when the person with the original document to be sent is not in the office. The person who wants to receive the document calls the machine holding it and requests that the document be sent. In other words, it "polls" the machine holding the original document.

You can set the machine to automatically receive documents from the unattended remote fax machine at any time. This feature permits unattended polling in the evening hours when telephone rates are lower.



**Note**: The machine must be ready for polling.

- 1 Press **Menu** until "Fax Feature" appears on the top line of the display.
- Press the scroll button (◀ or ►) to display "Delay Rx Poll" on the bottom line and press Enter.
- **3** Enter the number of the remote machine to be polled using the number keypad.
  - To enter the number, you can use a one-touch keypad or speed dial number. For details, see page 6.15.
- 4 Press **Enter** to confirm the number on the display. The display asks you to enter another fax number.



**NOTE**: The Another No. prompt does not appear if you have added numbers for another broadcasting or delay fax job. You must wait until the job is completed.

- **5** To enter more fax numbers, press **1** to select "Yes" and repeat steps 4 and 5. You can add up to 10 destinations.
  - Note that you cannot use group dial numbers for another fax number.
- 6 When you finish entering fax numbers, press **2** to select "No" at a Another No. prompt.
- **7** Enter the time using the number keypad.



To select "AM" or "PM" for 12-hour format, press the  $\star$  or  $\ddagger$  button or any number button.

If you set a time earlier than the current time, your machine will poll at that time on the following day.

- **8** When the remote machine is secured with a 4-digit poll code, enter the correct code and press **Enter**.
  - If not, press **Enter** to accept "0000" which represents no code, or enter **0000**.
- **9** Press **Enter** when the starting time displays correctly.

At the specified time, the machine will dial the numbers in the order you entered and receive documents from the remote machines.

## **Adding Documents to a Scheduled Fax**

You can add documents to the delayed transmission previously reserved in your machine's memory.

- 1 Load the document(s) face down into the ADF.
  - For details about loading a document, see page 6.5.
- 2 Adjust the document resolution to suit your fax needs. See page 6.6.
  - If you need to change the darkness, see page 6.3.
- 3 Press Menu until "Fax Feature" appears on the top line of the display.
- 4 Press the scroll button (◀ or ▶) to display "Add Page" on the bottom line and press **Enter**.
  - The display shows the last job reserved in the memory.

Press the scroll button (◀ or ▶) until you see the fax job to which you want to add documents and press Enter.

The machine automatically stores the documents in the memory, and the display shows the memory capacity and the number of pages.

After storing, the machine displays the numbers of total pages and added pages and then returns to Standby mode.

### **Canceling a Scheduled Fax**

- 1 Press **Menu** until "Fax Feature" appears on the top line of the display.
- 2 Press the scroll button (◀ or ►) to display "Cancel Job" and press Enter. The display shows the last job reserved in the memory.
- 3 Press the scroll button (◀ or ▶) until you see the fax job you want to cancel, and press **Enter**.
- **4** When the display confirms your selection, press **1** to select "Yes." The selected job is canceled and the machine returns to Standby mode.

To cancel your selection, press 2 to select "No."

## Additional Features

## **Using Secure Receiving Mode**

You may need to prevent your received faxes from being accessed by unauthorized people. You can turn on Secure Receiving mode to restrict printing out all of the received faxes when the machine is unattended. In Secure Receiving mode, all of the incoming faxes go into the memory. When the mode turns off, any faxes stored are printed.

To turn Secure Receiving mode on:

- 1 Press **Menu** until "Advanced Fax" appears on the top line of the display.
- 2 Press the scroll button (◀ or ►) until "Secure Receive" appears on the bottom line and press **Enter**.
- 3 Press the scroll button (◀ or ►) to display "On" on the bottom line and press Enter.
- 4 Enter a four-digit passcode you want to use and press Enter.



**Note**: You can activate Secure Receiving mode without setting a passcode, but cannot protect your faxes.

- 5 Re-enter the passcode to confirm it and press **Enter**.
- **6** To return to Standby mode, press **Stop/Clear**.

When a fax is received in Secure Receiving mode, your machine stores it into the memory and displays "Secure Receive" to let you know that there is a fax stored.

#### To print received documents:

- 1 Access the Secure Receive menu by following steps 1 and 2 on page 6.29.
- Press the scroll button (◀ or ►) to display "Print" on the bottom line and press Enter.
- **3** Enter the four-digit passcode and press **Enter**.

The machine prints all of the faxes stored in the memory.

To turn Secure Receiving mode off:

- 1 Access the Secure Receive menu by following steps 1 and 2 on page 6.29.
- Press the scroll button (◀ or ►) to display "Off" on the bottom line and press Enter.
- **3** Enter the four-digit passcode and press **Enter**.
  - The mode is deactivated and the machine prints all of the faxes stored in the memory.
- **4** To return to Standby mode, press **Stop/Clear**.

#### **Printing Reports**

Your machine can print reports containing useful information. The following reports are available:

#### **Phonebook List**

This list shows all of the numbers currently stored in the machine's memory as speed dial and group dial numbers.

You can print this Phonebook list using the **Phone Book** button; see page 6.21.

#### **Sent Fax Report**

This report shows information of the faxes you recently sent.

#### **Received Fax Report**

This report shows information of the faxes you recently received.

#### **System Data List**

This list shows the status of the user-selectable options. You may print this list to confirm your changes after changing any settings.

#### Scheduled Job Information

This list shows the document currently stored for Delayed faxes or Toll Save faxes. The list shows the starting time and type of operation.

#### **Message Confirmation**

This report shows the fax number, the number of pages, the elapsed time of the job, the communication mode, and the communication results.

You can set up your machine to automatically print the message confirmation report after each fax job. See page 6.3.

#### **Junk Fax Number List**

This list shows up to 10 fax numbers specified as the junk fax numbers by using the Junk Fax Setup menu; see page 6.34. When the Junk Fax Barrier feature is turned on, incoming faxes from those numbers are blocked.

This feature recognize the last 6 digits of the fax number set as a remote fax machine's ID.

#### **Multi-communication Report**

This report is printed automatically after sending documents from more than one location.

#### **Power Failure Report**

This report is printed out automatically when power is restored after a power failure, if there occurs any data loss due to the power failure.



**NOTE**: The lists you have set to print out automatically don't print out when there is no paper loaded or a paper jam has occurred.

#### **Printing a Report**

- 1 Press **Menu** until "Reports" appears on the top line of the display. The first available menu item, "Phone Book" displays on the bottom line.
- Press the scroll button (◀ or ►) to display the report or list you want to print on the bottom line.

• Phone Book: Phonebook list

• Sent Report: Sent fax report

RCV Report: Received fax report

• System Data: System data list

• Scheduled Jobs: Scheduled job information

MSG Confirm: Message confirmation
Junk Fax List: Junk fax number list

3 Press Enter.

The selected information prints out.

#### **Using Advanced Fax Settings**

Your machine has various user-selectable setting options for sending or receiving faxes. These options are preset at the factory, but you may need to change them. To find out how the options are currently set, print the System Data list. For details about printing the list, see page 6.31

#### **Changing Setting Options**

- Press Menu until "Advanced Fax" appears on the top line of the display. The first available menu item, "Send Forward," displays on the bottom line.
- Press the scroll button (◀ or ▶) until you see the desired menu item on the bottom line and press Enter.
- 3 When the option you want appears on the display, choose a status by pressing the scroll button (◀ or ▶) or enter a value using the number keypad.
- 4 Press **Enter** to save the selection.
- You can exit from Setup mode at any time by pressing Stop/Clear.

## **Advanced Fax Setting Options**

| Option         | Description  |
|----------------|--|
| Send Forward   | You can set the machine to always forward all of the outgoing faxes to a specified destination, in addition to the fax numbers you entered.  |
|                | Select <b>Off</b> to turn this feature off. Select <b>On</b> to turn this feature on. You can set the number of the remote fax machine to which faxes are forwarded.   |
| RCV Forward    | You can set your machine to forward incoming faxes to another fax number during a specified period of time.  When a fax arrives at your machine, it is stored in the memory. Then, the machine dials the fax number that you have specified and sends the fax.   |
|                | Select <b>Off</b> to turn this feature off. Select <b>On</b> to turn this feature on. You can set the fax number to which faxes are forwarded. Then, you can enter the starting time and/or the ending time. The Print Local Copy option allows you to set the machine to print the fax, if fax forwarding is completed without any error.                                       |
| Toll Save      | You can set your machine to store your faxes into the memory and send them at the specified toll-saving time. For details about Toll Save mode, see page 1.39.   |
|                | Select <b>Off</b> to turn this feature off. Select <b>On</b> to turn this feature on. You can set the starting time and/or the ending time for Toll Save mode.   |
| Junk Fax Setup | Using the Junk Fax Barrier feature, the system will not accept faxes sent from remote stations of which there machine ID's are stored in the memory as junk fax numbers. This feature is useful for blocking any unwanted faxes.   |
|                | Select <b>Off</b> to turn the feature off. Anybody can send you a fax.   |
|                | Select <b>On</b> to turn the feature on. You can set up to 10 fax numbers as junk fax numbers using the <b>Set</b> option. This feature recognize the last 6 digits of the fax number set as a remote fax machine's ID.  After storing numbers, you do not receive any faxes from the registered stations. To delete all the junk fax numbers, use the <b>All Delete</b> option. |

| Option                              | Description   |
|-------------------------------------|---|
| Secure Receive                      | You can keep your received faxes from being accessed by unauthorized people.  |
|                                     | For further details about setting this mode, see page 6.29.   |
| Prefix Dial No                      | You can set a prefix dial number of up to five digits. This number dials before any automatic dial number is started. It is useful for accessing the PABX exchange.   |
| Stamp RCV Name                      | This option allows the machine to automatically print the page number, and the date and time of the reception at the bottom of each page of a received document.  Select <b>Off</b> to turn this feature off. Select <b>On</b> to turn this feature on.   |
| ECM Mode (Error<br>Correction Mode) | Error Correction Mode helps with poor line quality and makes sure any fax you send are sent smoothly to any other ECM-equipped fax machine. If the line quality is poor, it takes more time to send a fax when you are using the ECM mode.  Select <b>Off</b> to turn this feature off. Select <b>On</b> to turn this feature on. |

### **Using the Remote Control Panel**

Using the Remote Control Panel, you can create and edit Phonebook entries or update the firmware program of your machine on the desktop of your computer.

When you install the Samsungg software, the Remote Control Panel program is automatically installed.

For information about installing the Samsung software, see page 1.19.

To open the Remote Control Panel:

- **1** Start Windows.
- 2 From the Start menu, select Programs.
- 3 Select Samsung MFP 560 Series and then Remote Control Panel.

The Remote Control Panel program opens.

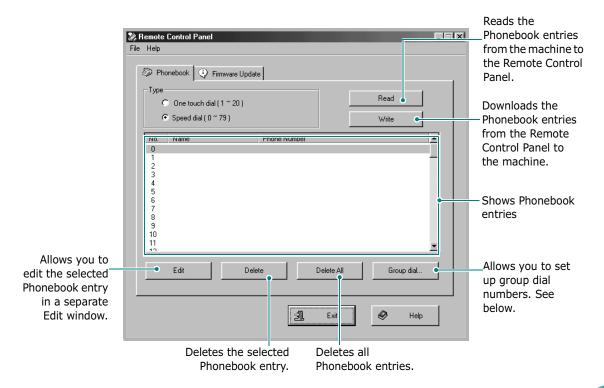
4 The Remote Control Panel window provides the two tabs; **Phonebook** and **Firmware Update**.

To exit, click the **Exit** button at the bottom of each tab.

For further details, click the **Help** button at the bottom of each tab.

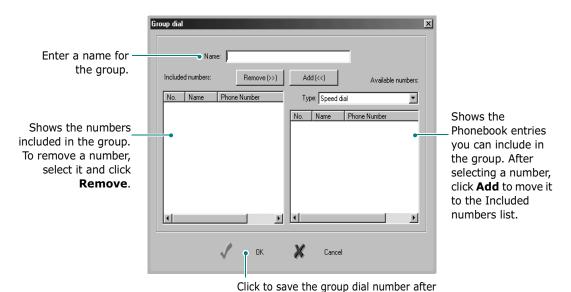
#### The Phonebook Tab

Click the **Phone Book** tab to create and edit Phonebook entries.



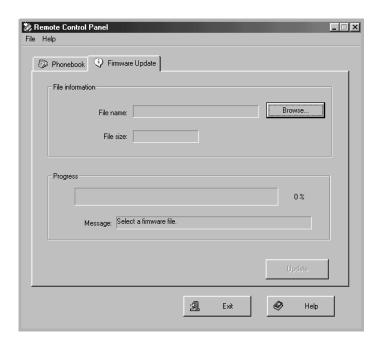
When you click **Group Dial**, the following window opens.

adding or removing numbers for the group.



#### **The Firmware Update Tab**

Click the **Firmware Update** tab to update the firmware of your machine. This feature should be used by an authorized technician. Please consult with the purchase point.







# USING YOUR PRINTER IN LINUX

This chapter gives you information about how to use your machine in the Linux system.

This chapter includes:

- Getting Started
- Installing the MFP Driver
- Using the MFP Configurator
- Configuring Printer Properties
- Printing a Document
- Scanning a Document

# **Getting Started**

The supplied CD-ROM provides you with Samsung's MFP driver package for using your machine with a Linux computer.

Samsung's MFP driver package contains printer and scanner drivers, providing the ability to print documents and scan images. The package also delivers powerful applications for configuring your machine and further processing of the scanned documents.

After the driver is installed on your Linux system, the driver package allows you to monitor a number of MFP devices via USB simultaneously. The acquired documents can then be edited, printed on the same local MFP or network printers, sent by email, uploaded to a FTP site or transferred to an external OCR system.

The MFP driver package is supplied with a smart and flexible installation program. You don't need to search for additional components that might be necessary for the MFP software: all required packages will be carried onto your system and installed automatically; this is possible on a wide set of the most popular Linux clones.

# **Installing the MFP Driver**

# **System Requirements**

### **Supported OS**

- Redhat 7.1 and above
- Linux Mandrake 8.0 and above
- SuSE 7.1 and above
- Caldera OpenLinux 3.1 and above
- Turbo Linux 7.0 and above
- Slackware 8.1 and above

### **Recommended Hardware Requirements**

- Pentium II or higher
- RAM 256 MB or higher
- HDD 1 GB or higher



### NOTES

- It's also necessary to claim swap partition of 200MB or larger for working with large scanned images.
- The Linux scanner driver supports the optional resolution at maximum. see "Scanner and Copier Specifications" on page A.3.

### **Software**

- Linux Kernel 2.4 or higher
- Glibc 2.2 or higher
- CUPS
- SANE 1.4 or higher

# **Installing the MFP Driver**

- 1 Make sure that you connect your machine to your computer. Turn both the computer and the machine on.
- When the Administrator Login window appears, type in *root* in the Login field and enter the system password.



**NOTE**: You must log in as a super user (root) to install the printer software. If you are not a super user, ask your system administrator.

3 Insert the printer software CD-ROM. The CD-ROM will automatically run.

If the CD-ROM does not automatically run, click the **i** icon at the bottom of the desktop. When the Terminal screen appears, type in:

[root@localhost root]#cd /mnt/cdrom/Linux

[root@localhost root]#./install.sh



**NOTE**: The installation program runs automatically if you have an autorun software package installed and configured.

- 4 Click Install.
- 5 When the welcome screen appears, click Next.



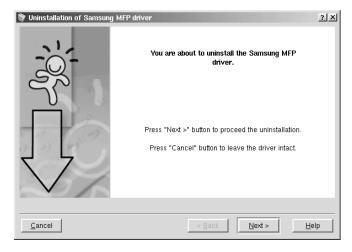
**6** When the installation is completed, click **Finish**.



The installation program has added the MFP Configurator desktop icon and Samsung MFP group to the system menu for your convenience. If you have any difficulties, consult the on-line help that is available through your system menu or can otherwise be called from the driver package windows applications, such as MFP Configurator or Image Editor.

# **Uninstalling the MFP Driver**

- 1 From the Startup Menu icon ( ) at the bottom of the desktop, select Samsung MFP and select Samsung MFP 560 Series Uninstall.
- 2 Click Next.



3 Click Finish.

# **Using the MFP Configurator**

MFP Configurator is a tool primarily intended for configuring MFP devices. Since an MFP device combines the printer and scanner, the MFP Configurator provides options logically grouped for printer and scanner functions. There is also a special MFP port option responsible for the regulation of access to an MFP printer and scanner via a single I/O channel.

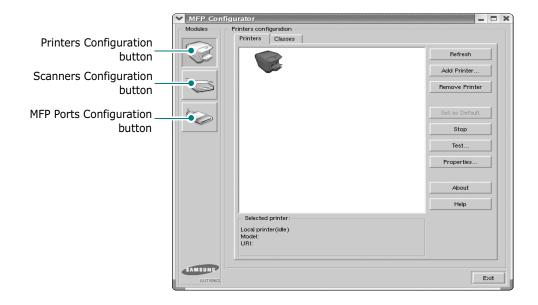
After installing the MFP driver (see page 7.3), the MFP Configurator icon will automatically be created on your desktop.

# **Opening the MFP Configurator**

1 Double-click **MFP Configurator** on the desktop.

You can also click the Startup Menu icon and select **Samsung MFP** and then **MFP Configurator**.

Press each button on the Modules pane to switch to the corresponding configuration window.



You can use the on-line help by clicking **Help**.

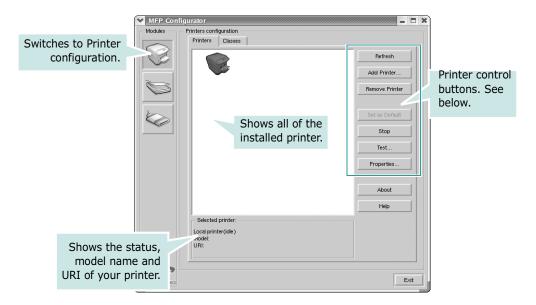
**3** After changing the configurations, click **Exit** to close the MFP Configurator.

# **Printers Configuration**

Printers Configuration has the two tabs; **Printers** and **Classes**.

### **Printers Tab**

You can see the current system's printer configuration by clicking on the printer icon button on the left side of MFP Configurator window.

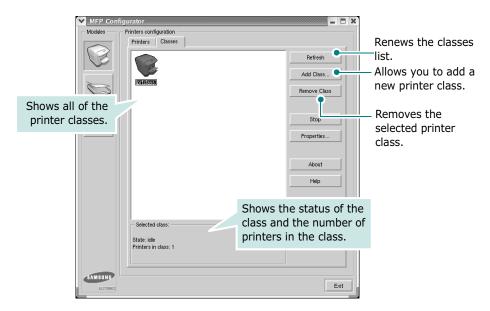


You can use the following printer control buttons:

- **Refresh**: renews the available printers list.
- Add Printer: allows you to add a new printer.
- Remove Printer: removes the selected printer.
- **Set as Default**: sets the current printer as a default printer.
- **Stop/Start**: stops/starts the printer.
- **Test**: allows you to print a test page to check if the machine is working properly.
- **Properties**: allows you to view and change the printer properties. For details, see page 7.10.

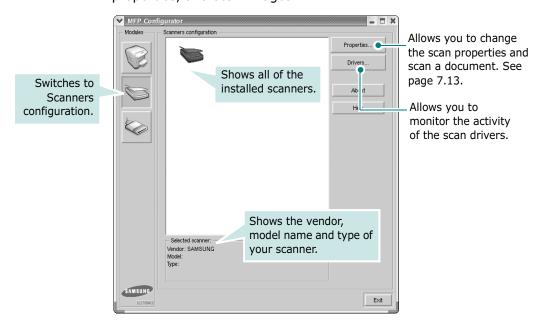
### **Classes Tab**

The Classes tab shows the list of the available printer classes.



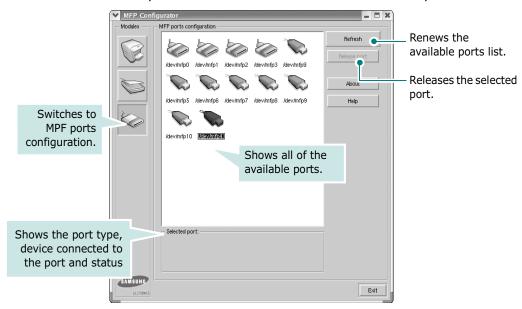
# **Scanners Configuration**

In this window, you can monitor activity of scanner devices, view the list of installed Samsung MFP devices, change device properties, and scan images.



# **MFP Ports Configuration**

In this window, you can view the list of available MFP ports, check the status of each port and release a port that is stalled in busy state when its owner is terminated for any reason.



### **Sharing Ports Between Printers and Scanners**

Your machine may be connected to a host computer via the USB port. Since the MFP device contains more than one device (printer and scanner), it is necessary to organize proper access of "consumer" applications to these devices via the single I/O port.

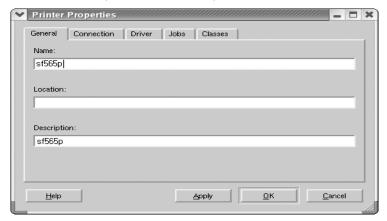
The Samsung MFP driver package provides an appropriate port sharing mechanism that is used by Samsung printer and scanner drivers. The drivers address their devices via so-called MFP ports. The current status of any MFP port can be viewed via the MFP Ports Configuration. The port sharing prevents you from accessing one functional block of the MFP device, while another block is in use.

When you install a new MFP printer onto your system, it is strongly recommended you do this with the assistance of an MFP Configurator. In this case you will be asked to choose I/O port for the new device. This choice will provide the most suitable configuration for MFP's functionality. For MFP scanners I/O ports are being chosen by scanner drivers automatically, so proper settings are applied by default.

# **Configuring Printer Properties**

Using the properties window provided by the Printers configuration, you can change the various properties for your machine as a printer.

- Open the MFP Configurator. If necessary, switch to Printers configuration.
- Select your machine on the available printers list and click Properties.
- The Printer Properties window opens.



The following five tabs display at the top of the window:

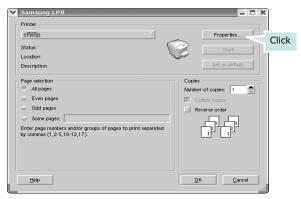
- General: allows you to change the printer location and name. The name entered in this tab displays on the printer list in Printers configuration.
- **Connection**: allows you to view or select another port.
- **Driver**: allows you to view or select another printer driver. By clicking **Options**, you can set the default device options.
- Jobs: shows the list of print jobs. Click Cancel job to cancel the selected job and select the **Show completed jobs** check box to see previous jobs on the job list.
- **Classes**: shows the class that your printer is in. Click **Add to Class** to add your printer to a specific class or click **Remove from Class** to remove the printer from the selected class.
- 4 Click **OK** to apply the changes and close the Printer Properties Window.

# **Printing a Document**

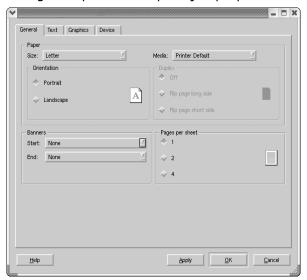
# **Printing from Applications**

There are a lot of Linux applications that you are allowed to print from using Common UNIX Printing System(CUPS). You can print on your machine from any such application.

- From the application you are using, select **Print** from the File menu.
- Select **Print** directly using **lpr**.
- In the Samsung LPR window, select the model name of your machine from the Printer list and click **Properties**.



Change the printer and print job properties.



The following four tabs display at the top of the window.

- **General** allows you to change the paper size, the paper type and the orientation of the documents, enables the duplex feature, adds start and end banners and changes the number of pages per sheet.
- **Text** allows you to specify the page margins and set the text options, such as spacing or colums.
- **Graphics** allows you to set image options that are used when printing images/files, such as color options, image size or image position.
- **Device**: allows you to set the print resolution, paper source and destination.
- 5 Click **OK** to apply the changes and close the sf565p Properties window.
- 6 Click **OK** in the Samsung LPR window to start printing.
- 7 The Printing window appears to allow you to monitor the status of your print job.

To abort the current job, click **Cancel**.

# **Printing Files**

You can print many different types of files on the Samsung MFP device using the standard CUPS way - directly from the command line interface. The CUPS lpr utility allows you do that. But the drivers package replaces the standard lpr tool by a much more user-friendly Samsung LPR program.

To print any document file:

- Type lpr <file\_name> from the Linux shell command line and press **Enter**. The Samsung LPR window appears.
  - When you type only *lpr* and press **Enter**, the Select file(s) to print window appears first. Just select any files you want to print and click **Open**.
- 2 In the Samsung LPR window, select your printer from the list, and change the printer and print job properties.
  - For details about the properties window, see page 7.11.
- 3 Click **OK** to start printing.

# **Scanning a Document**

You can scan a document using the MFP Configurator window.

- Double-click the MFP Configurator on your desktop.
- button to switch to Scanners Configuration. Click the
- Select the scanner on the list.



When you have only one MFP device and it is connected to the computer and turned on, your scanner appears on the list and is automatically selected.

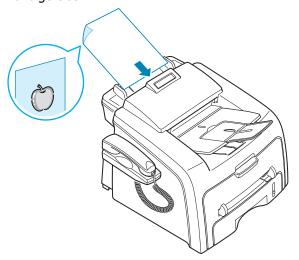
If you have two or more scanners attached to your computer, you can select any scanner to work at any time. For example, while acquisition is in progress on the first scanner, you may select the second scanner, set the device options and start the image acquisition simultaneously.



**Note**: The scanner name shown in Scanners configuration can be different from the device name.

Click **Properties**.

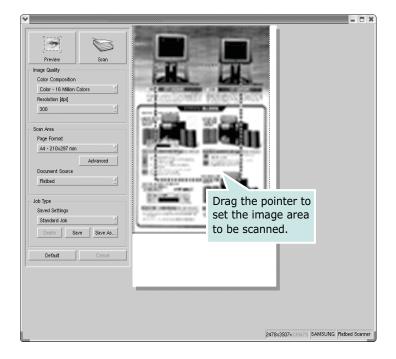
**5** Load the document(s) to be scanned **face down** into the ADF (Automatic Document Feeder) and adjust the document guides.



For detailed guidelines for preparing an original document, see page 4.2.

**6** Click **Preview** in the Scanner Properties window.

The document is scanned and the image preview appears in the Preview Pane.



- 7 Change the scan options in the Image Quality and Scan Area sections.
  - Image Quality: allows you to select the color composition and the scan resolution for the image.
  - Scan Area: allows you to select the page size. The **Advanced** button enables you to set the page size manually.

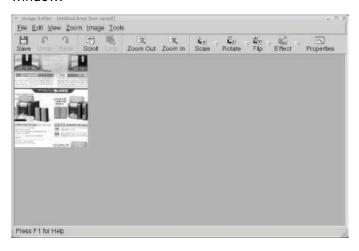
If you want to use one of the preset scan option settings, select from the Job Type drop-down list. For details about the preset Job Type settings, see page 7.16.

You can restore the default setting for the scan options by clicking **Default**.

**8** When you have finished, press **Scan** to start scanning.

The status bar appears on the bottom left of the window to show you the scanning progress. To cancel scanning, press Cancel.

The scanned image appears in the new Image Editor window.



If you want to edit the scanned image, use the toolbar. For further details about editing the image, see page 7.17.

- **10** When you are finished, click **Save** on the toolbar.
- 11 Select the file directory where you want to save the image and enter the file name.
- 12 Click Save.

### **Using Preset Job Type Settings**

You can save your scan option settings to retrieve for a later scanning.

To save a new Job Type setting:

- 1 Change the options from the Scanner Properties window.
- 2 Click Save As.
- 3 Enter the name for your setting.
- 4 Click OK.

Your setting is added to the Saved Settings drop-down list.

To save a Job Type setting for the next scan job:

- Select the setting you want to use from the Job Type dropdown list.
- 2 Click Save.

The next time you open the Scanner Properties window, the saved setting is automatically selected for the scan job.

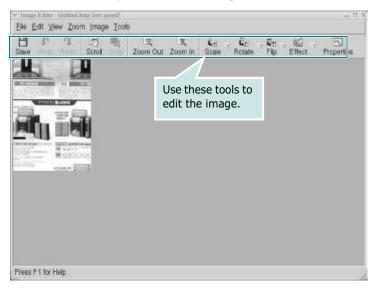
To delete a Job Type setting:

- Select the setting you want to delete from the Job Type drop-down list.
- 2 Click **Delete**.

The setting is deleted from the list.

# **Using the Image Editor**

The Image Editor window provides you with menu commands and tools to edit your scanned image.



You can use the following tools to edit the image:

| Tools     | Function                                |
|-----------|---|
| Save      | Saves the image.                        |
| Undo      | Cancels your last action.               |
| T<br>Redo | Restores the action you canceled.       |
| Scroll    | Allows you to scroll through the image. |
| Crop      | Crops the selected image area.          |
| Zoom Out  | Zooms the image out.                    |
| Zoom In   | Zooms the image in.                     |

| Tools      | Function  |
|------------|---|
| Scale V    | Allows you to scale the image size; you can enter the size manually, or set the rate to scale porportionally, vertically or horizontally. |
| Rotate     | Allows you to rotate the image; you can select the number of degrees from the drop-down list.   |
| Flip V     | Allows you to flip the image vertically or horizontally.  |
| Effect     | Allows you to adjust the brightness or contrast of the image, or to invert the image.   |
| Properties | Shows the properties of the image.  |

For further details about the Image Editor program, refer to the on-line help.  $\,$ 

# 8

# **MAINTENANCE**

This chapter provides information for maintaining your machine and the toner cartridge.

# This chapter includes:

- Clearing the Memory
- Adjusting Shading
- Cleaning Your Machine
- Maintaining the Toner Cartridge
- Consumables and Replacement Parts
- Replacing the ADF Rubber Pad

# **Clearing the Memory**

You can selectively clear information stored in your machine's memory.

- 1 Press **Menu** on the control panel until "Maintenance" appears on the top line of the display.
- Press the scroll button (◀ or ►) until you see "Clear Memory" on the bottom line and press Enter
  The first available menu item, "Clear All Mem." displays on the bottom line.
- 3 Press the scroll button (◀ or ►) until you see the item you want to clear.
  - Clear All Mem.: Clears all of the data stored in the memory and resets all of your settings to the factory default.
  - Paper Setting: Restores all of the Paper Setting options to the factory default.
  - Copy Setup: Restores all of the Copy Setup options to the factory default.
  - Fax Setup: Restores all of the Fax Setup options to the factory default.
  - Fax Feature: Cancels all of the scheduled fax jobs in the machine's memory.
  - Advanced Fax: Restores all of the Advanced Fax setting options to the factory default.
  - Sound/Volume: Resets the sound and volume settings to the factory default.
  - Machine Setup: Resets all of the system settings, such as the machine ID, date and time, display language and save modes, to the factory default.
  - Sent Report: Clears all of records of your faxes sent.
  - RCV Report: Clears all of records of your faxes received.
  - Phone Book: Clears the one-touch, speed and group dial numbers stored in the memory.
- 4 Press **Enter**. The selected memory is cleared and the display asks you to continue clearing the next item.
- 5 To clear another item, press Enter and repeat steps 3 and 4 OR

To return to Standby mode, press **Stop/Clear**.

# **Adjusting Shading**

When the scan unit becomes dirty, it can alter the shading value. If your copy has black lines or is blurred, adjust the shading setting.

- Load a sheet of white paper into the ADF.
- 2 Press **Menu** on the control panel until "Maintenance" appears on the top line of the display.
- 3 Press the scroll button (◀ or ►) until "Adjust Shading " appears on the bottom line and press Enter.
- 4 Press the scroll button (◀ or ▶) to select "On" and press **Enter**

Your machine picks up the paper and adjusts the shading value.

# **Cleaning Your Machine**

To maintain the print quality, follow the cleaning procedures below each time the toner cartridge is replaced or if print quality problems occur.



- While cleaning the inside of the machine, be careful not to touch the transfer roller, located underneath the toner cartridge. Oil from your fingers can cause print quality problems.
- Cleaning the cabinet of your machine with products containing large amounts of alcohol, solvent or other strong substances can discolor or crack the cabinet.

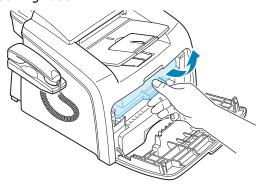
# **Cleaning the Outside**

Clean the cabinet of the machine with a soft lint-free cloth. You can dampen the cloth slightly with water, but be careful not to let any water drip onto or inside the machine.

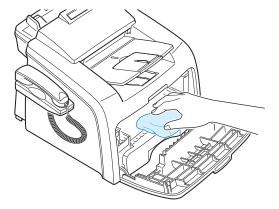
# **Cleaning the Inside**

During the printing process, paper, toner and dust particles can accumulate inside the machine. This buildup can cause print quality problems, such as toner specks or smearing. Cleaning the inside of the machine clears or reduces these problems.

- 1 Turn the machine off and unplug the power cord. Wait for the machine to cool down.
- 2 Open the front cover and pull the toner cartridge out, lightly pushing it down.



3 With a dry lint-free cloth, wipe away any dust and spilled toner from the toner cartridge area and the toner cartridge cavity.





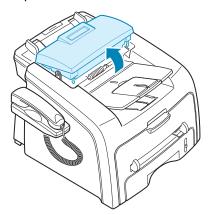
**CAUTION**: To prevent damage to the toner cartridge, do not expose it to light for more than a few minute. Cover it with a piece of paper, if necessary. Do not touch the black transfer roller inside the machine.

- 4 Reinsert the toner cartridge and close the cover.
- 5 Plug in the power cord and turn the machine on.

# **Cleaning the Scan Unit**

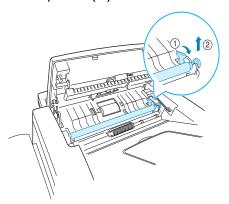
Keeping the scan unit clean helps ensure the best possible copies. We suggest that you clean the scan unit at the start of each day and during the day, as needed.

- Slightly dampen a soft lint-free cloth or paper towel with water.
- Open the control panel by gripping it on the bottom edge. and pulling it upwards.

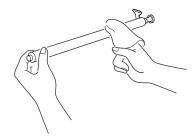


3 Disassemble the white roller as follows:

The right end of the white roller has a plastic bush that is snapped shut with small tab on it. Pull the tab inward slightly then lift the tab until the roller is released. Lift the roller upwards and to the right, releasing the left end from its , then rotate the bushing until it reach a slot (1). Then pull the roller upward (2).

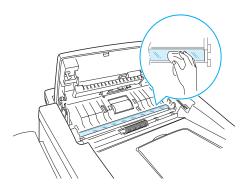


**4** Wipe the roller surface with a soft cloth dampened with water.

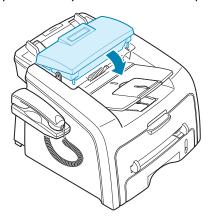


**5** Carefully wipe the scanning glass with a soft dry cloth.

If the glass is very dirty, first wipe it with a slightly dampened cloth, and then with a dry cloth. Be very careful not to scratch the glass surface.



- 6 Replace the roller by inserting the left end first followed by the right end, then rotating the bushing until it locks into place.
- 7 Reconnect the support and the control panel and then close the control panel firmly until it clicks into place.



# **Maintaining the Toner Cartridge**

### **Toner Cartridge Storage**

To get the most from the toner cartridge, keep the following guidelines in mind:

- Do not remove the toner cartridge from its package until ready for use.
- Do not refill the toner cartridge. The machine warranty does not cover damage caused by using a refilled cartridge.
- Store toner cartridges in the same environment as your machine.
- To prevent damage to the toner cartridge, do not expose it to light for more than a few minute.

### **Saving Toner**

To save toner, press the **Toner Save** button on the control panel; see page 1.38. The button backlight turns on. Using this feature extends the life of the toner cartridge and reduces your cost per page, but it also reduces the print quality.

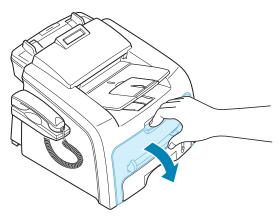
# **Expected Cartridge Life**

The life of the toner cartridge depends on the amount of toner that print jobs require. The actual number may be different depending on the print density of the page you print. If you print a lot of graphics, you may need to change the cartridge more often.

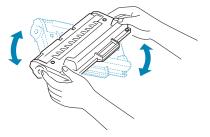
# **Redistributing Toner**

When the toner cartridge is near the end of its life, white streaks or light print occurs. The LCD displays the warning message, "Toner Low." You can temporarily reestablish the print quality by redistributing the remaining toner in the cartridge.

1 Open the front cover.



2 Pull the toner cartridge out and gently roll the cartridge 5 or 6 times to distribute the toner evenly inside the cartridge.





**NOTE**: If the toner gets on your clothing, wipe it off with a dry cloth and wash clothing in cold water. Hot water sets the toner into fabric.

**3** Reinstall the cartridge and close the front cover.

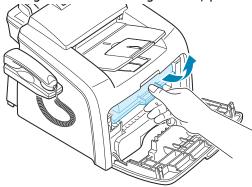
# **Replacing the Toner Cartridge**

When the toner eventually runs out, only blank pages print when a print job is sent or when a fax is received. At this stage, the toner cartridge needs to be replaced. The display on the control panel shows the warning message, "Toner Empty" and the machine stops printing.

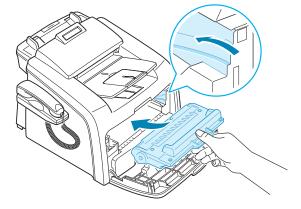


**NOTE**: You can set the machine to ignore the "Toner Empty" message and continue printing. See page 8.11.

- Open the front cover.
- 2 Lightly pushing the used cartridge down, pull it out.



- 3 Unpack the new toner cartridge and gently roll it horizontally four or five times to distribute the toner evenly inside the cartridge.
  - Save the box and the Plastic bag for shipping.
- 4 Slide the new toner cartridge in until it locks into place.



5 Close the front cover.

### **Setting the Notify Toner Option**

If you have set the Notify Toner menu option to "On", your machine automatically sends a fax to your service company or the dealer to notify them that your machine requires a new toner cartridge when the toner cartridge needs to be replaced. The fax number is preset by your dealer when you bought your machine.

- 1 Press **Menu** on the control panel until "Maintenance" appears on the top line of the display.
  - The first available menu item, "Clean Drum," displays on the bottom line.
- Press the scroll button (◀ or ►) to display "Notify Toner " on the bottom line and press Enter.
- 3 Press the scroll button (◀ or ►) to change the setting.
  Select "On" to enable this feature. Selecting "Off" disables this feature.
- **4** Press **Enter** to save the selection.

# **Cleaning the Drum**

If there are streaks or spots on your print, the OPC drum of the cartridge may require cleaning.

- Before setting the cleaning procedure, make sure that paper is loaded in the machine.
- Press Menu on the control panel until "Maintenance" appears on the top line of the display.

The first available menu item, "Clean Drum," displays on the bottom line.

- 3 Press Enter.
- 4 When the display asks you to confirm your selection, press Enter.

The machine prints a cleaning page. Toner particles on the drum surface are affixed to the paper.

5 If the problem remains, repeat steps 1 through 4.

# **Ignoring the Toner Empty Message**

When the toner cartridge is empty, the machine shows a "Toner Empty" message and stops printing.

You can set the machine to ignore the message when it displays and to continue printing the pages.

- 1 Press **Menu** until "Machine Setup" appears on the display.
- 2 Press the scroll button (◀ or ►) until "Ignore Toner" appears on the bottom line and press Enter.
- 3 Press the Scroll button (◀ or ▶) to select "On" or "Off."

Select "On" to ignore the Toner Empty message.

Select "Off" to stop printing when the message appears. This is the default setting.

4 Press **Enter** to save the selection.

# **Consumables and Replacement Parts**

From time to time, you needs to replace the toner cartridge, roller, and fuser unit to maintain top performance and to avoid print quality problems and paper feed problems resulting from worn parts.

The following items should be replaced after you have printed a specified number of pages:

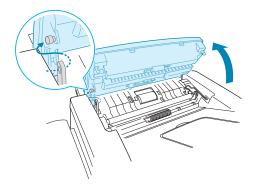
| Items                | Yield (Average)      |
|----------------------|----------------------|
| ADF rubber pad       | Approx. 10,000 pages |
| ADF roller           | Approx. 60,000 pages |
| Paper feeding roller | Approx. 60,000 pages |
| Transfer roller      | Approx. 60,000 pages |
| Fuser unit           | Approx. 60,000 pages |

To purchase the consumables and replacement parts, contact your Samsung dealer or the retailer where you bought your machine. We strongly recommend that items be installed by a trained service professional, except for the toner cartridge and the ADF rubber pad.

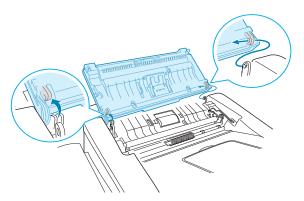
# **Replacing the ADF Rubber Pad**

You can purchase a ADF rubber assembly from a Samsung dealer or the retailer where you bought your machine.

- 1 Open the control panel by gripping it on the bottom edge and pulling it.
- 2 Disconnect the support on the left side of the machine from the control panel and lift the control panel up to the complete open position.



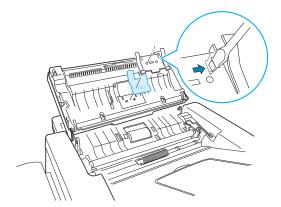
3 Remove the control panel from the machine by disconnecting the hinge on the right.





**NOTE**: Be careful not to disconnect the connector on the control panel from the machine as it turns the LCD off.

4 Using a screw driver, press the slots on the ADF rubber plate to unlatch the plate and the ADF rubber.



- 5 Align the holes on the new ADF rubber and the plate, and insert the tabs on the plate into the slot on the machine. Press them until they are lached.
- 6 Replace the control panel by connecting the hinge on the right first, then inserting the left arm while pushing the control panel to the right.
- **7** Reconnect the support and the control panel and then close the control panel firmly until it clicks into place.



# **TROUBLESHOOTING**

This chapter gives helpful information for what to do if you encounter an error.

This chapter includes:

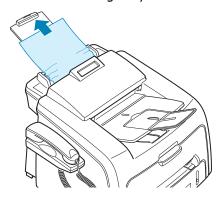
- Clearing Document Jams
- Clearing Paper Jams
- Clearing LCD Error Messages
- Solving Problems

# **Clearing Document Jams**

When a document jams while it passes through the ADF (Automatic Document Feeder), "Document Jam" appears on the display.

# **Input Misfeed**

- Remove the remaining documents from the ADF.
- 2 Pull the jammed document gently out of the ADF.



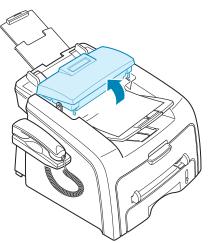
3 Load the documents back into the ADF.



**NOTE**: To prevent document jams, do not use thick, thin or mixed documents.

### **Exit Misfeed**

- 1 Remove the remaining documents from the ADF.
- 2 Open the control panel by gripping it on the bottom edge and pulling it.



3 Pull the document gently out of the ADF.



4 Close the control panel. Then load the documents back into the ADF.

# **Clearing Paper Jams**

When a paper jam occurs, "Paper Jam" appears on the display. Refer to the table below to locate and clear the paper jam.

| Message                          | Location of Jam                                  | Go to    |
|----------------------------------|--|----------|
| [Paper Jam 0]<br>Open/Close Door | In the paper tray.                               | page 9.4 |
| [Paper Jam 1]<br>Open/Close Door | In the fuser area or around the toner cartridge. | page 9.6 |
|                                  | In the manual feeder                             |          |
| [Paper Jam 2]<br>Check Inside    | In the paper exit area                           | page 9.5 |

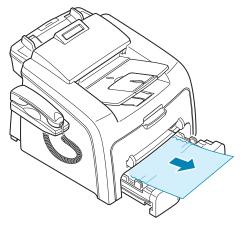
To avoid tearing the paper, pull the jammed paper out gently and slowly. Follow the steps on the next pages to clear the jam.

# **In the Paper Tray**

1 Open and close the front cover. The jammed paper automatically exits the machine.

If the paper does not exit, continue to step 2.

- 2 Pull the paper tray open.
- 3 Remove the jammed paper by gently pulling it straight out.



If there is any resistance and the paper does not move when you pull or if you cannot see the paper in this area, skip to the fuser area around the toner cartridge. See page 9.6.

- 4 Insert the paper tray into the machine until it snaps into place.
- **5** Open and close the front cover to resume printing.

# In the Paper Exit Area

1 Open and close the front cover. The jammed paper automatically exits the machine.

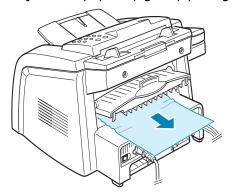
If the paper does not exit, continue to step 2.

**2** Gently pull the paper out of the front output tray. Skip to step 6.



If there is any resistance and the paper does not move when you pull or if you cannot see the paper in the front output tray, continue to step 3.

- Open the rear cover.
- 4 Remove the jammed paper by gently pulling it straight out.



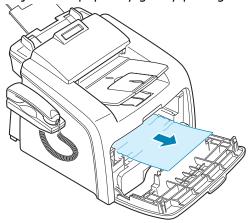
- 5 Close the rear cover.
- **6** Open and close the front cover to resume printing.

### In the Fuser Area or Around the Toner Cartridge



**NOTE**: The fuser area is hot. Take care when removing paper from the machine.

- Open the front cover and pull the toner cartridge out, lightly pushing it down.
- 2 Remove the jammed paper by gently pulling it straight out.

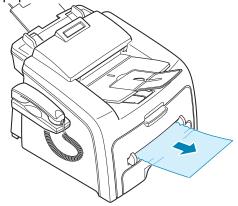


3 Replace the toner cartridge and close the front cover. Printing automatically resumes.

#### In the Manual Feeder

" appears on the display when you try to print using the manual feeder and the machine does not detect paper, due to no paper or improper paper loading.

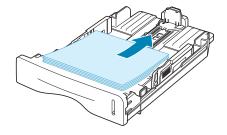
The error message may also occur when the paper is not properly fed into the machine through the manual feeder. In that case, pull the paper out of the machine.



### **Tips for Avoiding Paper Jams**

By selecting the correct paper types, most paper jams can be avoided. When a paper jam occurs, follow the steps outlined in page 9.3.

- Follow the procedures on page 1.12 when you load paper. Ensure that the adjustable guides are positioned correctly.
- Do not overload the paper tray. Ensure that the paper is below the paper capacity mark on the inside wall of the paper tray.
- Do not remove the paper from the tray while your machine is printing.
- Flex, fan and straighten the paper before loading.
- Do not use creased, damp or highly curled paper.
- Do not mix paper types in the paper tray.
- Use only recommended print materials. See "Paper Specifications" on page A.6.
- Ensure that the print side of print materials is facing down in the paper tray and facing up in the manual feeder.
- If paper jams frequently occur when you print on the A5sized paper:
  - Load the paper into the tray as shown below.



- Set the page orientation to **Landscape** in the printer's Properties window. See page 3.3.

## **Clearing LCD Error Messages**

Messages appears on the display to indicate the control panel to indicate the machine's status or errors. Refer to the following table to understand the message's meaning and correct the problem, if necessary. Messages and their meanings are listed in alphabetical order.

| Display                | Meaning   | Suggested solutions  |
|------------------------|---|--|
| Cancel ?<br>1:Yes 2:No | Your machine's memory has become full while documents were being loaded into memory.  | To cancel the fax job, press the No 1 button "Yes."  If you want to send the pages already stored, press the No 2 button "No." You should send the remaining pages later when the memory is available. |
| [Comm. Error]          | The machine has a communication problem.  | Ask the sender to try again.   |
| CRU Fuse Error         | The machine has a problem with recognizing the new toner cartridge.   | Please contact a service representative.   |
| [Document Jam]         | The loaded document has jammed in the ADF (Automatic Document Feeder).  | Clear the document jam. See page 9.2.  |
| [Door Open]            | The front or rear cover is not securely latched.  | Close the cover until it locks into place.   |
| Group Not Available    | You have tried to select a group location number where only a single location number can be used, such as when adding locations for a broadcasting operation. | Just use a one-touch or speed dial number or dial a number manually using the number keypad.   |

| Display                      | Meaning  | Suggested solutions  |
|------------------------------|--|--|
|                              | The remote machine does not have the requested feature, such as a delayed transmission.                              | Reconfirm the remote machine's features.   |
| [Incompatible]               | It also occurs if the remote machine does not have enough memory space to complete the operation you are attempting. |  |
| [Jam 1] or<br>[No Cartridge] | The toner cartridge is not installed.  | Install the toner cartridge. See page 1.10.  |
| Line Busy                    | The remote person did not answer or the line is already engaged.   | Try again after a few minutes.   |
| [Line Error]                 | Your machine cannot connect with the remote machine or has lost contact  | Try again. If the problem persists, wait an hour or so for the line to clear and try again.  |
|                              | because of a problem with the phone line.  | Or, turn the ECM on. See page 6.35.  |
| Load Document                | You have attempted to set up a copy or fax operation with no document loaded.  | Load a document and try again.   |
| Low Heat Error               | There is a problem in the  | Unplug the power cord and plug   |
| Open Heat Error              | fuser unit.  | it back in. If the problem   |
| [Over Heat]                  |  | persists, please contact a service representative.   |
| Memory Full                  | The memory is full.  | Delete unnecessary documents, retransmit after more memory becomes available or split the transmission into more than one operation. |
| [No Answer]                  | The remote fax machine has not answered after several redial attempts.   | Try again. Make sure that the remote machine is operational.   |
| NO. Not Assigned             | The one-touch or speed dial location you tried to use has no number assigned to it.                                  | Dial the number manually using the number keypad or assign the number. For storing a number, see "Automatic Dialing" on page 6.15.   |

| Display                          | Meaning  | Suggested solutions   |
|----------------------------------|--|---|
| [No Paper]<br>Add Paper          | The paper tray has run out of paper.   | Load paper in the paper tray.<br>See page 1.12.   |
| Operation Not<br>Assigned        | You are doing in the Add/<br>Cancel operation, but there<br>is no jobs waiting.  | Check the display to see if there is any scheduled job. The display should indicate them in Standby mode, for example, Delay Fax. |
| [Paper Jam 0]<br>Open/Close Door | Paper has jammed in the feeding area of the paper tray.  | Clear the jam. See page 9.4.  |
| [Paper Jam 1]<br>Open/Close Door | <ul> <li>Paper has jammed in the paper exit area.</li> <li>A paper jam has occurred in the manual feeder or the machine detects non-feeding from the manual feeder.</li> </ul> | Clear the jam. See page 9.6.  |
| [Paper Jam 2]<br>Check Inside    | Paper has jammed in the fuser area.  | Clear the jam. See page 9.5.  |
| Power Failure                    | Power has turned off then on and the machine's memory has not been saved.  | You need to start again the job which you were trying to do before the power failure.   |
| Retry Redial?                    | The machine is waiting for a specified time interval to redial a previously busy station.  | You can press <b>Enter</b> to immediately redial, or <b>Stop/ Clear</b> to cancel the redial operation.                           |
| [Stop Pressed]                   | The <b>Stop/Clear</b> button is pressed during a copy or fax operation.  | Try again.  |
| [Toner Empty]                    | The toner cartridge has run out. The machine stops printing.   | Replace with a new toner cartridge. See page 8.9.   |
| [Toner Low]                      | The toner cartridge is almost empty.   | Take out the toner cartridge and gently shake it. By doing this, you can temporarily reestablish printing operations.             |

## **Solving Problems**

The following chart lists some conditions that may occur and the recommended solutions. Follow the suggested solutions until the problem is corrected. If the problem persists, please call for service.

### **Paper Feeding Problems**

| Condition  | Suggested solutions  |
|--|--|
| Paper is jammed during printing.                 | Clear the paper jam. See page 9.3.   |
| Paper sticks together.                           | <ul> <li>Ensure that there is not too much paper in the paper tray. The paper tray can hold up to 250 sheets of paper, depending on the thickness of your paper.</li> <li>Make sure that you are using the correct type of paper. See "Paper Specifications" on page A.6.</li> <li>Remove paper from the paper tray and flex or fan the paper.</li> <li>Humid conditions may cause some paper to stick together.</li> </ul>      |
| Multiple sheets of paper do not feed.            | <ul> <li>Different types of paper may be stacked in the paper tray.<br/>Load the paper of only one type, size and weight.</li> <li>If multiple sheets have caused a paper jam, clear the paper jam. See page 9.3.</li> </ul>   |
| Paper does not feed into the machine.            | <ul> <li>Remove any obstructions inside the machine.</li> <li>Paper has not been loaded correctly. Remove paper from the tray and reload it correctly.</li> <li>There is too much paper in the paper tray. Remove excess paper from the tray.</li> <li>The paper is too thick. Use only paper that meets the specifications required by the machine. See "Paper Specifications" on page A.6.</li> </ul>                          |
| The paper keeps jamming.                         | <ul> <li>There is too much paper in the paper tray. Remove excess paper from the tray.</li> <li>An incorrect type of paper is being used. Use only paper that meets the specifications required by the machine. See "Paper Specifications" on page A.6. If you are printing on special materials, use the manual feeder.</li> <li>There may be debris inside the machine. Open the front cover and remove the debris.</li> </ul> |
| Transparencies stick together in the paper exit. | Use only the transparencies specifically designed for a laser printer. Remove each transparency as it exits from the machine.  |
| Envelopes skew or fail to feed correctly.        | Ensure that the paper guides are against both sides of the envelopes.  |

## **Printing Problems**

| Condition                   | Possible cause   | Suggested solutions  |
|-----------------------------|--|--|
| The machine does not print. | The machine is not receiving power.  | Check the power cord connections. Check the power switch and the power source.   |
|                             | The machine is not selected as the default printer.  | Select <b>Samsung MFP 560 Series</b> as your default printer in your Windows.  |
|                             | Check the machine for the following:  The front or rear cover is not closed.  Paper is jammed.  No paper is loaded.  The toner cartridge is not installed. | After locating the problem, clear it.  Close the cover.  Clear the paper jam. See page 9.3.  Load paper. See page 1.12.  Install the toner cartridge. See page 1.10.  If a printer system error occurs, contact your service representative. |
|                             | The connection cable between the computer and the machine is not connected properly.   | Disconnect the printer cable and reconnect it.   |
|                             | The connection cable between the computer and the machine is defective.  | If possible, attach the cable to another computer that is working properly and print a document. You can also try using a different printer cable.   |
|                             | The port setting is incorrect.   | Check the Windows printer setting to make sure that the print job is sent to the correct port, for example, LPT1. If the computer has more than one port, make sure that the machine is attached to the correct one.                         |
|                             | The machine may be configured incorrectly.   | Check the printer properties to ensure that all of the print settings are correct.   |
|                             | The printer driver may be incorrectly installed.   | Remove the printer driver and then reinstall it; see page 1.21 and page 1.21 respectively.   |
|                             | The machine is malfunctioning.   | Check the display message on the control panel to see if the machine is indicating a system error.   |

| Condition  | Possible cause   | Suggested solutions  |
|--|--|--|
| The machine selects print materials from the wrong paper source.   | The paper source selection in the printer properties may be incorrect. | For many software applications, the paper source selection is found under the <b>Paper</b> tab within the printer properties. Select the correct paper source. See page 3.8.   |
| A print job is extremely slow.                                     | The job may be very complex.   | Reduce the complexity of the page or try adjusting the print quality settings.  The maximum print speed of your machine is 17 PPM for Letter-sized paper 16 PPM for A4-sized paper.  |
| Half the page is blank.  | The page orientation setting may be incorrect.                         | Change the page orientation in your application. See page 3.3.   |
|  | The paper size and the paper size settings do not match.               | Ensure that the paper size in the printer driver settings matches the paper in the tray.   |
| The machine prints, but the text is wrong, garbled, or incomplete. | The printer cable is loose or defective.                               | Disconnect the printer cable and reconnect. Try a print job that you have already printed successfully. If possible, attach the cable and the machine to another computer and try a print job that you know works. Finally, try a new printer cable. |
|  | The wrong printer driver was selected.                                 | Check the application's printer selection menu to ensure that your machine is selected.  |
|  | The software application is malfunctioning.                            | Try printing a job from another application.   |
|  | The operating system is malfunctioning.                                | Exit Windows and reboot the computer.<br>Turn the machine off and then back on<br>again.   |

| Condition   | Possible cause   | Suggested solutions   |
|---|--|---|
| Pages print,<br>but are blank.                            | The toner cartridge is defective or out of toner.  | Redistribute the toner. if necessary. See page 8.8.   |
|   |  | If necessary, replace the toner cartridge.  |
|   | The file may have blank pages.   | Check the file to ensure that it does not contain blank pages.  |
|   | Some parts, such as the controller or the board, may be defective.                       | Contact a service representative.   |
| The illustrations print incorrectly in Adobe Illustrator. | The setting in the software application is wrong.  | Select <b>Download as Bit Image</b> in the <b>Advanced Options</b> window of the Graphic properties and print the document. |
| An error occurs repeatedly                                | When the USB mode is set to "Fast," some PC users may experience poor USB communication. | Change the USB mode to "Slow." To do so, follow these steps:  |
| when you are printing with the USB connection.            |  | Press <b>Menu</b> on the control panel until     "Machine Setup" appears on the top     line of the display.                |
|   |  | <ol> <li>Press the scroll button (◀ or ►) until<br/>"USB Mode" appears on the bottom<br/>line, and press Enter.</li> </ol>  |
|   |  | <ol> <li>Press the scroll button (◀ or ►) to<br/>select "Slow."</li> </ol>  |
|   |  | 4. Press <b>Enter</b> to save the selection.  |
|   |  | 5. Press <b>Stop/Clear</b> to return to Standby Mode.   |

# **Printing Quality Problems**

The dirty inside of the machine or improper paper loading may reduce the print quality. See the table below to clear the problem.

| Condition   | Suggested solutions   |
|---|---|
| Light or faded print  AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc | <ul> <li>If a vertical white streak or faded area appears on the page:</li> <li>The toner supply is low. You may be able to temporarily extend the toner cartridge life. See "Redistributing Toner" on page 8.8. If this does not improve the print quality, install a new toner cartridge.</li> <li>The paper may not meet paper specifications; for example, the paper is too moist or too rough. See "Paper Specifications" on page A.6.</li> <li>If the entire page is light, the print resolution setting is too low or Toner Save mode is on. Adjust the print resolution and turn Toner Save mode off. See page 3.8 and page 1.38 respectively.</li> <li>A combination of faded or smeared defects may indicate that the toner cartridge needs cleaning. See "Cleaning the Drum" on page 8.11.</li> <li>The surface of the scan unit may be dirty. Clean the scan unit. See page 8.5.</li> </ul> |
| AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc                  | <ul> <li>The paper may not meet specifications; for example, the paper is too moist or too rough. See "Paper Specifications" on page A.6.</li> <li>The transfer roller or paper path may be dirty. Clean the inside of your machine and the drum. See page 8.4 and page 8.11.</li> </ul>  |
| AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc        | <ul> <li>If generally rounded faded areas, occur randomly on the page:</li> <li>A single sheet of paper may be defective. Try reprinting the job.</li> <li>The moisture content of the paper is uneven or the paper has moist spots on its surface. Try a different brand of paper. See "Paper Specifications" on page A.6.</li> <li>The paper lot is bad. The manufacturing process can cause some areas to reject toner. Try a different kind or brand of paper.</li> <li>The toner cartridge may be defective. Vertical repetitive defects on the next page.</li> <li>If these steps do not correct the problems, contact a service representative.</li> </ul>   |

| Condition  | Suggested solutions  |
|--|--|
| Vertical lines  AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc                     | If black vertical streaks appear on the page:  • The drum inside the toner cartridge has probably been scratched. Remove the toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.   |
| AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc               | <ul> <li>If the amount of background shading becomes unacceptable:</li> <li>Change to a lighter weight pages. See "Paper Specifications" on page A.6.</li> <li>Check the machine's environment; very dry (low humidity) or high humidity (higher than 80% RH) conditions can increase the amount of background shading.</li> <li>Remove the old toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.</li> </ul>   |
| AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc               | <ul> <li>Clean the inside of the machine. See page 8.4.</li> <li>Check the paper type and quality. See "Paper Specifications" on page A.6.</li> <li>Remove the toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.</li> </ul>  |
| Vertical repetitive defects  AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc | If marks repeatedly appear on the printed side of the page at even intervals:  • The toner cartridge may be damaged. If a repetitive mark occurs on the page, print a cleaning sheet several times to clean the cartridge; see "Cleaning the Drum" on page 8.11. After the printout, if you still have the same problems, remove the toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.  • Parts of the machine may have toner on them. If the defects occur on the back of the page, the problem will likely correct itself after a few more pages.  • The fusing assembly may be damaged. Contact a service representative. |

| Condition   | Suggested solutions  |
|---|--|
| Background scatter  | Background scatter results from bits of toner distributed on the printed page.  • The paper may be too damp. Try printing with a different batch of paper. Do not open packages of paper until necessary so that the paper does not absorb too much moisture.  • If background scatter occurs on an envelope, change the printing layout to avoid printing over areas that have overlapping seams on the reverse side. Printing on seams can cause problems.  • If background scatter covers the entire surface area of a printed page, adjust the print resolution through your software application or the printer properties. |
| Misformed<br>characters  AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc | <ul> <li>If characters are improperly formed and producing hollow images, the paper stock may be too slick. Try a different paper. See "Paper Specifications" on page A.6.</li> <li>If characters are improperly formed and producing a wavy effect, the scanner unit may need service. For service, contact a service representative.</li> </ul>  |
| Page skew  AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc                             | <ul> <li>Ensure that the paper is loaded properly.</li> <li>Check the paper type and quality. See "Paper Specifications" on page A.6.</li> <li>Ensure that the paper or other material is loaded correctly and the guides are not too tight or too loose against the paper stack.</li> </ul>   |
| Curl or wave  AaBbCC AaBbCC AaBbCC AaBbCC AaBbCC AaBbCC                   | <ul> <li>Ensure that the paper is loaded properly.</li> <li>Check the paper type and quality. Both high temperature and humidity can cause paper curl. See "Paper Specifications" on page A.6.</li> <li>Turn the stack of paper over in the paper tray. Also try rotating the paper 180° in the tray.</li> <li>Try printing to the rear output slot.</li> </ul>  |

| Condition  | Suggested solutions   |
|--|---|
| Wrinkles or creases  Aal bCc | <ul> <li>Ensure that the paper is loaded properly.</li> <li>Check the paper type and quality. See "Paper Specifications" on page A.6.</li> <li>Turn the stack of paper over in the paper tray. Also try rotating the paper 180° in the tray.</li> <li>Try printing to the rear output slot.</li> </ul>  |
| Back of printouts<br>are dirty  AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc                    | Check for leaking toner. Clean the inside of the machine. See page 8.4.   |
| Black pages  | <ul> <li>The toner cartridge may not be installed properly. Remove the cartridge and reinsert.</li> <li>The toner cartridge may be defective and need replacing. Remove the toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.</li> <li>The machine may require repair. Contact a service representative.</li> </ul>             |
| AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc<br>AaBbCc                           | <ul> <li>Clean the inside of the machine. See page 8.4.</li> <li>Check the paper type and quality. See "Paper Specifications" on page A.6.</li> <li>Remove the toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.</li> <li>If the problem persists, the machine may require repair. Contact a service representative.</li> </ul> |

| Condition                                 | Suggested solutions  |
|---|--|
| Character Voids                           | Character voids are white areas within the parts of characters that should be solid black:  If you are using transparencies, try another type of transparency. Due to the composition of the transparency, some character voids are normal.  You may be printing on the wrong surface on the paper. Remove the paper and turn it around.  The paper may not meet paper specifications. See "Paper Specifications" on page A.6. |
| AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc AaBbCc | <ul> <li>If horizontally aligned black streaks or smears appear:</li> <li>The toner cartridge may be installed improperly. Remove and reinsert the cartridge.</li> <li>The toner cartridge may be defective. Remove the toner cartridge and install a new one. See "Replacing the Toner Cartridge" on page 8.9.</li> <li>If the problem persists, the machine may require repair. Contact a service representative.</li> </ul> |
| AaBbCc<br>AaBbCc<br>AaBbCc                | <ul> <li>If the printed paper is curl or paper does not feed into the printer:</li> <li>Turn the stack of paper over in the paper tray. Also try rotating the paper 180° in the paper tray.</li> <li>Try printing to the rear output slot.</li> </ul>  |

# **Copying Problems**

| Condition  | Suggested solutions   |
|--|---|
| Copies are too light or too dark.                | Use the <b>Darkness</b> button to darken or lighten the background of the copies.   |
| Smears, lines, marks or spots appears on copies. | <ul> <li>If defects are on the original document, press the <b>Darkness</b> button to lighten the background of your copies.</li> <li>If no defects are on the original document, clean the Scan unit. See page 8.5.</li> </ul> |
| Copy image is skewed.                            | <ul> <li>Ensure that the original document is positioned correctly in the ADF (Automatic Document Feeder).</li> <li>Check that the copy paper is loaded correctly.</li> </ul>   |
| Blank copies print out.                          | Ensure that the original document is face down in the ADF.  |

| Condition   | Suggested solutions  |
|---|--|
| Image rubs off the copy easily.                                 | <ul> <li>Replace the paper in the paper tray with paper from a new package.</li> <li>In high humidity areas, do not leave paper in the machine for the extended periods of time.</li> </ul>  |
| Frequent copy paper jams occurs.                                | <ul> <li>Fan the stack of paper, then turn it over in the paper tray. Replace the paper in the tray with a fresh supply. Check/adjust the paper guides, if necessary.</li> <li>Ensure that the paper is the proper paper weight. 75g/m² (20 lb) bond paper is recommended.</li> <li>Check for copy paper or pieces of copy paper remaining in the machine after a paper jam has been cleared.</li> </ul> |
| Fewer copies from the toner cartridge than expected prints out. | <ul> <li>Your original documents may contain pictures, solids or heavy lines. For example, they may be forms, newsletters, books or other documents that use more toner.</li> <li>The machine may be turned frequently on and off.</li> </ul>  |

# **Scanning Problems**

| Condition                  | Suggested solutions  |
|----------------------------|--|
| The scanner does not work. | <ul> <li>Make sure that you place the document to be scanned face down in the ADF.</li> <li>There may not be enough available memory to hold the document you want to scan. Try the Prescan function to see if that works. Try lowering the scan resolution rate.</li> <li>Check that the USB cable is connected properly.</li> <li>Make sure that the USB cable is not defective. Switch the cable with a known good cable. If necessary, replace the cable.</li> <li>Check that the scanner is configured correctly. Check scan setting in the SmarThru Configuration or the application you want to use to make certain that the scanner job is being sent to the correct port, for example, LPT1.</li> </ul> |

| Condition  | Suggested solutions   |
|--|---|
| The unit scans very slowly.  | <ul> <li>Check if the machine is printing received data. Scan the document after the current job is completed.</li> <li>Graphics are scanned more slowly than text.</li> <li>Communication speed becomes slow in scan mode because of the large amount of memory required to analyze and reproduce the scanned image. Set your computer to the ECP printer mode through BIOS setting. It will help to increase the speed. For details about how to set BIOS, refer to your computer user's guide.</li> </ul>                                    |
| Message appears on your computer screen:  "Device can't be set to the H/W mode you want."  "Port is being used by another program."  "Port is Disabled."  "Scanner is busy receiving or printing data. When the current job is completed, try again."  "Invalid handle."  "Scanning has failed." | <ul> <li>There may be a copying or printing job in progress. When the current job is complete, try the job again.</li> <li>The selected port is currently being used. Restart your computer and try again.</li> <li>The printer cable may be improperly connected or the power may be off. You must use a USB 1.1 compliant cable.</li> <li>The scanner driver is not installed or an operating environment is not set up properly.</li> <li>Ensure that port is properly connected and power is on, and then restart your computer.</li> </ul> |

# **Faxing Problems**

| Condition  | Suggested solutions  |
|--|--|
| The machine is not working, there is no display and the buttons are not working. | <ul> <li>Unplug the power cord and plug it in again.</li> <li>Ensure that there is power to the electrical receptacle.</li> </ul>                              |
| No dial tone sounds.   | <ul> <li>Check that the phone line is connected properly.</li> <li>Check that the phone socket in the wall is working by plugging in another phone.</li> </ul> |
| The numbers stored in the memory do not dial correctly.                          | Make sure that the numbers are stored in the memory correctly. Print a Phonebook list, referring to page page 6.21.  |

| Condition   | Suggested solutions  |
|---|--|
| The document does not feed into the machine.  | <ul> <li>Make sure that the document is not wrinkled and you are putting it in correctly. Check that the document is the right size, not too thick or thin.</li> <li>Make sure that the control panel is firmly closed.</li> </ul>                                     |
| Faxes are not received automatically.   | <ul> <li>Fax mode should be selected.</li> <li>Make sure that there is paper in the tray.</li> <li>Check to see if the display shows "Memory Full."</li> </ul>   |
| The machine does not send.  | <ul> <li>Make sure that the document is loaded in the ADF.</li> <li>"TX" should show up on the display.</li> <li>Check the other fax machine you are sending to, to see if it can receive your fax.</li> </ul>   |
| The incoming fax has blank spaces or is received with a poorquality.  | <ul> <li>The fax machine sending you the fax may be faulty.</li> <li>A noisy phone line can cause line errors.</li> <li>Check your machine by making a copy.</li> <li>The toner cartridge may be empty. Replace the toner cartridge, referring to page 8.9.</li> </ul> |
| Some of the words on a incoming fax are stretched.  | The fax machine sending you the fax had a temporary document jam.  |
| There are lines on the documents you send.  | Check your scan unit for marks and clean it. See page 8.5.   |
| The machine dials a number, but a connection with another fax machine fails.  | The other fax machine may be turned off, out of paper, or cannot answer incoming calls. Speak with the other machine operator and ask her/him to clear out the problem.  |
| Documents are not stored in the memory.   | There may not be enough memory to store the document. If the display shows a "Memory Full" message, delete any documents you no longer need from the memory and then restore the document.   |
| Blank areas appear at<br>the bottom of each page<br>or on other pages, with a<br>small strip of text at the<br>top. | You may have chosen the wrong paper settings in the user option setting. See page 1.36.  |

### **Common Linux Problems**

| Problem  | Possible Cause and Solution  |
|--|--|
| The machine doesn't print                        | Check if the printer driver is installed in your system.  Open MFP configurator and switch to the Printers tab in Printers configuration window to look at the list of available printers. Make sure that your machine is displayed on the list. If not, please, invoke Add new printer wizard to set up your device.  |
|  | Check if the printer is started. Open Printers configuration and select your machine on the printers list. Look at the description in the Selected printer pane. If its status contains "(stopped)" string, please, press the Start button. After that normal operation of the printer should be restored. The "stopped" status might be activated when some problems in printing occurred. For instance, this could be an attempt to print document when MFP port is claimed by a scanning application.   |
|  | <ul> <li>Check if the MFP port is not busy. Since functional components of MFP (printer and scanner) share the same I/O interface (MFP port), the situation of simultaneous access of different "consumer" application to the same MFP port is possible. To avoid possible conflicts, only one of them at a time is allowed to gain control over the device. The other "consumer" will encounter "device busy" response. You should open MFP ports configuration and select the port assigned to your printer. In the Selected port pane you can see if the port is occupied by some other application. If this is the case, you should wait for completion of the current job or should press Release port button, if you are sure that the present owner is not functioning properly.</li> </ul> |
|  | Check if your application has special print option such as "-oraw". If "-oraw" is specified in the command line parameter then remove it to print properly. For Gimp front-end, select "print" -> "Setup printer" and edit command line parameter in the command item.   |
| The machine does not appear on the scanners list | Check if your machine is attached to your computer.  Make sure that it is connected properly via the USB port and is turned on.  |
|  | <ul> <li>Check if the scanner driver for you machine is installed in<br/>your system. Open MFP Configurator, switch to Scanners<br/>configuration, then press <b>Drivers</b>. Make sure that driver<br/>with a name corresponding to your machine's name is<br/>listed in the window.</li> </ul>   |

| Problem  | Possible Cause and Solution  |
|--|--|
| The machine does not appear on the scanners list (continued) | <ul> <li>Check if the MFP port is not busy. Since functional components of MFP (printer and scanner) share the same I/O interface (MFP port), the situation of simultaneous access of different "consumer" application to the same MFP port is possible. To avoid possible conflicts, only one of them at a time is allowed to gain control over the device. The other "consumer" will encounter "device busy" response. This can usually happen while starting scan procedure, and appropriate message box displays. To identify the source of the problem, you should open MFP ports configuration and select the port assigned to your scanner. MFP port's symbol /dev/mfp0 corresponds to LP:0 designation displayed in the scanners' options, / dev/mfp1 relates to LP:1 and so on. USB ports start at / dev/mfp4, so scanner on USB:0 relates to /dev/mfp4 respectively and so forth sequentially. In the Selected port pane you can see if the port is occupied by some other application. If this is the case, you should wait for completion of the current job or should press Release port button, if you are sure that the present port's owner is not functioning properly.</li> </ul>  |
| The machine doesn't scan                                     | <ul> <li>Check if a document is loaded into the machine.</li> <li>Check if your machine is connected to the computer. Make sure if it is connected properly if I/O error is reported while scanning.</li> <li>Check if MFP port is not busy. Since functional components of MFP (printer and scanner) share the same I/O interface (MFP port), the situation of simultaneous access of different "consumer" application to the same MFP port is possible. To avoid possible conflicts, only one of them at a time is allowed to gain control over the device. The other "consumer" will encounter "device busy" response. This can usually happen while starting scan procedure, and appropriate message box will be displayed.</li> <li>To identify the source of the problem, you should open MFP ports configuration and select the port assigned to your scanner. MFP port's symbol /dev/mfp0 corresponds to LP:0 designation displayed in the scanners' options, / dev/mfp1 relates to LP:1 and so on. USB ports start at / dev/mfp4, so scanner on USB:0 relates to /dev/mfp4 respectively and so forth sequentially. In the Selected port pane you can see if the port is occupied by some other application. If this is the case, you should wait for completion of the current job or should press Release port button, if you are sure that the present port's owner is not functioning properly.</li> </ul> |

| Problem  | Possible Cause and Solution   |
|--|---|
| I can't print when I installed both Linux Print Package (LPP) and MFP driver on the same machine simultaneously. | <ul> <li>Since both Linux Printer Package and MFP driver make a symbolic link to "lpr" printing command, which is commonly used on Unix clones, it is not recommended to use both package on the same machine.</li> <li>If you still want to use both packages simultaneously, please install the LPP first.</li> <li>If you want to uninstall only one of them, please uninstall both packages and install that one you want to use again.</li> <li>If you don't want to uninstall MFP driver and install it again, you may make the necessary symbolic link yourself. Please, log in as root user and invoke the following command:</li> <li>In -sf /usr/local/bin/samsung/slpr /usr/bin/lpr</li> </ul> |
| Can't scan via Gimp<br>Front-end.  | <ul> <li>Check if Gimp Front-end has "Xsane:Device dialog" on the "Acquire" menu. If not, you should install Xsane plugin for Gimp on the your computer. You can find Xsane plug-in package for Gimp on Linux distribution CD or Gimp home page. For the detail information, refer to the Help for Linux distribution CD or Gimp Front-end application.</li> <li>If you wish to use other kind of scan application, refer to the Help for application.</li> </ul>   |





# **SPECIFICATIONS**

### This chapter includes:

- General Specifications
- Scanner and Copier Specifications
- Printer Specifications
- Facsimile Specifications
- Paper Specifications

# **General Specifications**

| Item                            | Description   |
|---------------------------------|---|
| Automatic document feeder (ADF) | Up to 20 sheets (weight: 75 g/m², 20 lb)  |
| ADF Document size               | Width: 142 to 216 mm (5.6 to 8.5 inches)<br>Length: 148 to 356 mm (5.8 to 14 inches)  |
| Paper input capacity            | Paper tray: 250 sheets (weight: 75 g/m², 20 lb)  Manual feeder: 1 sheet (weight: 75 g/m², 20 lb)  |
| Paper output capacity           | Front output tray: 150 sheets (face down) Rear output slot: 1 sheet (face up)   |
| Paper type                      | Paper tray: Plain paper ( $60 \sim 90 \text{ g/m}^2$ , $16 \sim 24 \text{ lb}$ )<br>Manual feeder: Plain paper, Transparencies, Labels, Card stock, Thick, Thin, Bond, Preprinted, Colored, Envelopes ( $60 \sim 163 \text{ g/m}^2$ , $16 \sim 43 \text{ lb}$ ) |
| Consumables                     | 1-piece toner cartridge system  |
| Power requirements              | 100 ~ 127 VAC, 50/60 Hz, 4.0 A<br>220 ~ 240 VAC, 50/60 Hz, 2.5 A  |
| Power consumption               | Sleep mode: 10W(100 ~ 127 VAC) / 12W(220 ~ 240 VAC)<br>Standby mode: 85 W(100 ~ 127 VAC) / 95 W(220 ~ 240 VAC)<br>Average: 300 W  |
| Noise                           | Warm-up: 52 dB Standby mode: 39 dB Scanning: 52 dB Printing: 52 dB  |
| Warm-up Time                    | 35 seconds  |
| Operating conditions            | Temperature: 50 °F to 89 °F (10 °C to 32 °C) Humidity: 20 % to 80 % RH  |
| LCD                             | 16 characters x 2 lines   |
| Toner cartridge life*           | 3,000 pages (for starter, 1,000 pages)  |
| SET dimension (W x D x H)       | 363.0 x 398.5 x 308.3 mm (without the handset)  |

| Item           | Description   |
|----------------|---|
| Weight         | Net: 9.7Kg (including consumables) Gross: 11.7Kg (including consumables, accessories and package) |
| Package Weight | Paper: 2.7 Kg Plastic: 0.7 Kg   |

<sup>\*</sup>Declared yield value in accordance with ISO/IEC 19752

# **Scanner and Copier Specifications**

| Item            | Description                    |
|-----------------|--------------------------------|
| Compatibility   | TWAIN standard                 |
| Scan method     | CIS, Mono                      |
| Scan resolution | 200 X 200 dpi (optical)        |
| Scan length     | Maximum: 15.7 inches (400 mm)  |
| Scan width      | Maximum: 8.5 inches (216 mm)   |
|                 | Effective: 8.2 inches (208 mm) |
| Mono bit depth  | 1 bit for Text mode            |
|                 | 8 bit for Gray mode            |
| Copy speed      | Letter: 17 copies per minute   |
|                 | A4: 16 copies per minute       |
| Copy resolution | 300 x 300 dpi                  |
| Zoom rate       | 50 ~ 150 %                     |
| Multiple copies | 99 pages                       |
| Halftone        | 256 levels                     |

# **Printer Specifications**

| Item                | Description   |  |
|---------------------|---|--|
| Print method        | Laser Beam Printing   |  |
| Print speed         | Letter: 17 pages per minute   |  |
|                     | A4: 16 pages per minute   |  |
| Paper size          | Paper tray: Letter, A4, Legal, Folio, A5, A6, B5  |  |
|                     | Manual feeder: Letter, Legal, A4, Folio, Executive, A5, B5, A6, A6 card, Post Card 4x6, Hagaki, Envelope 7-3/4, Envelope 9, Envelope 10, Envelope DL, Envelope C5, Envelope C6, Envelope B5 |  |
|                     | * Min.: 76 x 127 mm (3 x 5 in.)<br>Max.: 216 x 356 (8.5 x 14 in.)   |  |
| Print resolution    | Up to 600 x 600 dpi effective output  |  |
| Emulation           | SPL (GDI)   |  |
| PC Interface        | Compatible with USB 2.0 Specifications  |  |
| Compatibility       | Windows 2000/XP/ Vista  |  |
|                     | Linux:  |  |
|                     | Redhat 7.1 and above  |  |
|                     | <ul><li>Linux Mandrake 8.0 and above</li><li>SuSE 7.1 and above</li></ul>   |  |
|                     | Caldera OpenLinux 3.1 and above   |  |
|                     | <ul><li>Turbo Linux 7.0 and above</li><li>Slackware 8.1 and above</li></ul>   |  |
| Memory              | 4MB   |  |
| First printing time | Standby mode: 12 seconds  |  |
|                     | Power save mode: 47 seconds   |  |

# **Facsimile Specifications**

| Item               | Description   |
|--------------------|---|
| Compatibility      | ITU-T Group 3   |
| Applicable line    | Public Switched Telephone Network (PSTN) or behind PABX   |
| Data coding        | MH/MR/MMR (ECM Mode)  |
| Modem speed        | 33600/31200/28800/26400/24000/21600/19200/<br>16800/14400/12000/9600/7200/4800/2400 bps with fall back                  |
| Transmission speed | Approx. 3 seconds/page  |
|                    | * Transmission time applies to memory transmission of<br>text data with ECM compression using only ITU-T<br>No.1 Chart. |
| Scan speed         | Approx. 6 seconds/LTR (at standard fax resolution mode)   |
| Paper size         | Letter, A4, Legal, Executive, Folio , B5  |
| Resolution         | Standard: 203 x 98 dpi  |
|                    | Fine: 203 x 196 dpi   |
|                    | Super Fine: 203 x 392 dpi   |
|                    | Photo: 203 x 196 dpi  |
| User Memory        | 2 MB  |
| Halftone           | 256 levels  |
| Auto dialer        | One-touch dialing (up to 20 numbers)  |
|                    | Speed dialing (up to 80 numbers)  |

### **Paper Specifications**

#### Overview

Your machine accepts a variety of print materials, such as cut-sheet paper, including up to 100% recycled fiber content paper, envelopes, labels, transparencies and custom-size paper. Properties, such as weight, composition, grain and moisture content, are important factors affecting the machine's performance and the output quality. Paper that does not meet the guidelines outlined in this user's guide can cause the following problems:

- Poor print quality
- Increased paper jams
- Premature wear on the machine.

#### Notes:

- Some paper may meet all of the guidelines in this guide and still not produce satisfactory results. This may be the result of improper handling, unacceptable temperature and humidity levels or other variables over which Samsung has no control.
- Before purchasing large quantities of paper, insure the paper meets the requirements specified in this user's guide.

**CAUTION:** Using paper that does not meet these specifications may cause problems, requiring repairs. These repairs are not covered by the Samsung warranty or service agreements.

### **Supported Sizes of Paper**

| Size (mm/in.)  | Weight   | Capacity*   |
|--|--|---|
| Plain paper Letter (215.9 x 279/8.5 x 11) A4 (210 x 297/8.27 x 11.69) Folio (215.9 x 330.2/8.5 x 13) Legal (215.9 x 355.6/8.5 x 14) Executive (184.2 x 266.7/7.25 x 10.5) B5(182 x 257/7.2 x 10) A5 (148 x 210/5.83 x 8.27) A6 (105 x 148/4.13 x 5.88) | <ul> <li>60 to 90 g/m² bond<br/>(16 to 24 lb) for the<br/>paper tray</li> <li>60 to 163 g/m² bond<br/>(16 to 43 lb) for the<br/>manual feeder</li> </ul> | <ul> <li>250 sheets of 75 g/m² bond (20 lb) paper for the paper tray</li> <li>1 sheet of paper for the manual feeder</li> </ul> |
| Envelopes No.9 (98.4 x 225.4/3.88 x 8.88) No.10 (104.8 x 241.3/4.13 x 9.5) DL (110 x 220/4.33 x 8.66) C5 (162 x 229/6.38 x 9.02) C6 (114 x 162/4.49 x 6.38) B5 (176 x 250/6.93 x 9.84) No.7 3/4 (98.4 x 190.5/3.88 x 7.5)                              | 75 to 90 g/m²  | 1 sheet of paper for the manual feeder  |

| Size (mm/in.)  | Weight   | Capacity*                |
|--|--|--------------------------|
| Labels<br>Letter (215.9 x 279/8.5 x 11)<br>A4 (210 x 297/8.27 x 11.69)                                     | 120 to 150 g/m <sup>2</sup>                      |                          |
| <b>Transparency films</b> Letter (215.9 x 279/8.5 x 11) A4 (210 x 297/8.27 x 11.69)                        | 138 to 146 g/m <sup>2</sup>                      | 1 sheet of paper for the |
| Card stocks A6 card (105 x 148/4.13 x 5.88) Post Card (101.6 x 152.4/4 x 6) Hagaki (100 x 148/3.94 x 5.83) | 90 to 163 g/m <sup>2</sup>                       | manual feeder            |
| Minimum size (custom)  Maximum size (Legal)  | 60 to 120 g/m <sup>2</sup> bond<br>(16 to 32 lb) |                          |

<sup>\*</sup> Capacity may vary depending on print materials' weight and thickness, and environmental conditions.

**NOTE**: You may experience jams when using print materials with a length of less than 127 mm (5 in.). For optimum performance, ensure that you are storing and handling the paper correctly. Please refer to "Paper Storage Environment" on page A.9.

### **Guidelines for Using Paper**

For the best result, use conventional 75 g/m $^2$  (20 lb) paper. Ensure that the paper is of good quality, and free of cuts, nicks, tears, spots, loose particles, dust, wrinkles, voids, and curled or bent edges.

If you are unsure of what type of paper you are loading, such as bond or recycled paper, check the label on the package.

The following problems may cause print quality deviations, jamming or even damage to the machine:

| Symptom   | Problem with Paper   | Solution   |
|---|--|--|
| Poor print quality or toner adhesion, problems with feeding | Too moist, too rough, too smooth or embossed; faulty paper lot | Try another kind of paper, between 100 ~ 400 Sheffied, 4 ~ 5 % moisture content. |
| Dropout, jamming, curl                                      | Stored improperly  | Store paper flat in its moisture-<br>proof wrapping.                             |
| Increased gray background shading/machine wear              | Too heavy  | Use lighter paper, use the rear output slot.                                     |
| Excessive curl problems with feeding                        | Too moist, wrong grain direction or short-grain construction   | Use the rear output slot.     Use long-grain paper.                              |

| Symptom                    | Problem with Paper      | Solution                                       |
|----------------------------|-------------------------|--|
| Jamming, damage to machine | Cutouts or perforations | Do not use paper with cutouts or perforations. |
| Problems with feeding      | Ragged edges            | Use good quality paper.                        |

#### Notes:

- Do not use letterhead paper printed with low-temperature inks, such as those used in some types of thermography.
- Do not use raised or embossed letterhead.
- The machine uses heat and pressure to fuse toner to the paper. Insure that any colored paper or preprinted forms use inks that are compatible with this fusing temperature (200 °C or 392 °F for 0.1 second).

### **Paper Specifications**

| Category             | Specifications  |
|----------------------|---|
| Acid Content         | 5.5 pH or lower   |
| Caliper              | 0.094 ~ 0.18 mm (3.0 ~ 7.0 mils)  |
| Curl in Ream         | Flat within 5 mm (0.02 in.)   |
| Cut Edge Conditions  | Cut with sharp blades with no visible fray.   |
| Fusing Compatibility | Must not scorch, melt, offset or release hazardous emissions when heated to 200 °C (392 °F) for 0.1 second. |
| Grain                | Long Grain  |
| Moisture Content     | 4 % ~ 6 % by weight   |
| Smoothness           | 100 ~ 400 Sheffied  |

### **Paper Output Capacity**

| Output Location       | Capacity  |
|-----------------------|---|
| Face-down output tray | 150 sheets of 75 g/m² bond (20 lb) paper          |
| Face-up output slot   | 1 sheet of 75 g/m <sup>2</sup> bond (20 lb) paper |

### **Paper Storage Environment**

Paper storage environmental conditions directly affect the feed operation.

Ideally, the machine and paper storage environment should be at or near room temperature, and not too dry or humid. Remember that paper is hygroscopic; it absorbs and loses moisture rapidly.

Heat works with humidity to damage paper. Heat causes the moisture in paper to evaporate, while cold causes it to condense on the sheets. Heating systems and air conditioners remove most of the humidity from a room. As paper is opened and used, it loses moisture, causing streaks and smudging. Humid weather or water coolers can cause the humidity to increase in a room. As paper is opened and used it absorbs any excess moisture, causing light print and dropouts. Also, as paper loses and gains moisture it can become distorted. This can cause paper jams.

Care should be taken not to purchase more paper than can be used in a short time (about 3 months). Paper stored for long periods may experience heat and moisture extremes, which can cause damage. Planning is important to prevent damage to large supplies of paper.

Unopened paper in sealed reams can remain stable for several months before use. Opened packages of paper have more potential for environment damage, especially if they are not wrapped with a moisture-proof barrier.

The paper storage environment should be properly maintained to ensure optimum performance. The required condition is 20 to 24 °C (68 to 75 °F), with a relative humidity of 45 % to 55 %. The following guidelines should be considered when evaluating the paper's storage environment:

- Paper should be stored at or near room temperature.
- The air should not be too dry or too humid.
- The best way to store an opened ream of paper is to rewrap it tightly in its moisture-proof wrapping. If the machine environment is subject to extremes, unwrap only the amount of paper to be used during the day's operation to prevent unwanted moisture changes.

### **Envelopes**

Envelope construction is critical. Envelope fold lines can vary considerably, not only between manufacturers, but also within a box from the same manufacturer. Successful printing on envelopes depends upon the quality of the envelopes. When selecting envelopes, consider the following components:

- Weight: The weight of the envelope paper should not exceed 90g/m² (24lb) or jamming may occur.
- Construction: Prior to printing, envelopes should lie flat with less than 6mm (0.25in.) curl, and should not contain air.
- Condition: Envelopes should not be wrinkled, nicked or otherwise damaged.

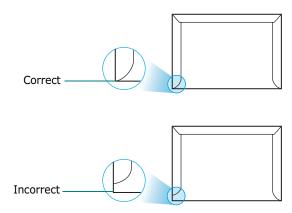
- Temperature: You should use envelopes that are compatible with the heat and pressure of the machine.
- Size: You should only use envelopes within the following size ranges

#### NOTES:

- Use only the manual feeder to print envelopes.
- You may experience some paper jams when using any media with a length less than 140 mm (5.5 in.). This may be caused by paper that has been affected by environmental conditions. For optimum performance, make sure you are storing and handling the paper correctly. Please refer to "Paper Storage Environment" on page A.9.

#### **Envelopes with Double Side Seams**

Double side-seams construction has vertical seams at both ends of the envelope rather than diagonal seams. This style may be more likely to wrinkle. Be sure the seam extends all the way to the corner of the envelope as illustrated below.



### **Envelopes with Adhesive Strips or Flaps**

Envelopes with a peel-off adhesive strip or with more than one flap that folds over to seal must use adhesives compatible with the heat and pressure in the machine. The extra flaps and strips might cause wrinkling, creasing or even jams and may even damage the fuser.

### **Envelope Margins**

The following gives typical address margins for a commercial #10 or DL envelope.

| Type of Address  | Minimum         | Maximum         |
|------------------|-----------------|-----------------|
| Return address   | 15 mm (0.6 in.) | 51 mm (2 in.)   |
| Delivery address | 51 mm (2 in.)   | 90 mm (3.5 in.) |

#### NOTES:

- For the best print quality, position margins no closer than 15 mm (0.6 in.) from the edges of the envelope.
- Avoid printing over the area where the envelope's seams meet.

#### **Envelope Storage**

Proper storage of envelopes helps contribute to print quality. Envelopes should be stored flat. If air is trapped in an envelope, creating an air bubble, then the envelope may wrinkle during printing.

#### Labels

#### CAUTIONS:

- To avoid damaging the machine, use only labels recommended for laser printers.
- To prevent serious jams, always use the manual feeder to print labels and always use the rear output tray.
- Never print on the same sheet of labels more than once and never print on a partial sheet of labels.

When selecting labels, consider the quality of each component:

- Adhesives: The adhesive material should be stable at 180°C (356°F), the machine's fusing temperature.
- Arrangement: Only use labels with no exposed backing between them. Labels can peel off sheets with spaces between the labels, causing serious jams.
- Curl: Prior to printing, labels must lie flat with no more than 13mm (5in.) of curl in any direction.
- Condition: Do not use labels with wrinkles, bubbles or other indications of separation.

### **Transparencies**

Transparencies used in the machine must be able to withstand 180°C (356°F), the machine's fusing temperature.

**CAUTION**: To avoid damaging the machine, use only transparencies recommended for use in laser printers.



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